



P.O. Box 1200
Estes Park, CO 80517
970.591.2535

Maintenance Operations Manager

Estes Park Housing Authority creates and facilitates housing opportunities and services for persons of low and moderate incomes. We provide services for both income-qualified rental opportunities, and workforce-restricted rentals. In addition, we facilitate home ownership options and monitor deed restrictions in the Estes Valley. We currently manage 225 rental units, with anticipated growth to manage 335 rental units by the end of 2024. The Estes Park Housing Authority expects aggressive growth and increasing involvement in the housing space in the coming years.

DESCRIPTION OF WORK

General Statement of Duties:

Experienced leader, with the abilities to manage the performance of several team members, target positive outcomes, problem solve, and adhere to policies and housing compliance needs. The Maintenance Operations Manager(MMO) position reports to the Executive Director for the purpose of managing the overall activities related to the maintenance of all Estes Park Housing Authority (EPHA) owned/managed properties. Responsible for creating and monitoring processes and procedures to ensure department runs efficiently and maintain a plan to prepare for future growth of the company.

The position meets the criteria established for “exempt employees” at EPHA based on the following:

- Maintenance Operations Manager would have authority to make independent decisions affecting the prioritization of the work, assignment of technicians to perform related tasks, and supervision of sub-contractors utilized to compliment the assigned technicians.
- Maintenance Operations Manager would be supervisor on record for all service technicians performing the maintenance and vacancy task assignments, all maintenance administrative staff, and all part time employees reporting to the maintenance department. Maintenance Operations Managers responsible for all hiring/firing, disciplinary actions, and annual reviews all with the input of the Executive Director and Housing Operations Manager.
- Maintenance Operations Manager would be responsible for adherence to the approved maintenance and vacancy budgets for each complex or project and be responsible to participate in and contribute to the preparation of each annual budget.

Responsibilities include, but are not limited to, the following:

Operations

- The Maintenance Operations Manager(MMO) is responsible to ensure all EPHA properties meet or exceed the quality standards for occupancy established by the EPHA Board of Commissioners and Executive Director, including but not limited to the elimination of any and all health and safety hazards, the general appearance and maintenance of all units within each complex, and the general appearance of all grounds and exterior components associated with each complex. Actively participate

with the Housing Operations Manager in the development of a maintenance and vacancy annual budget for each complex.

- Active management and supervision of all Maintenance Staff
- Work with staff to analyze and resolve problems as issues arise at specific properties.
- Ensure compliance with all applicable federal, state, and local laws.
- Annual review of operating policies and procedures and recommend updates and revisions when necessary.
- Identify special capital improvement needs for each complex, assist in developing projected budgets for capital improvement work, secure qualified sub-contractors as necessary, and supervise related work activity to remain within established budget criteria and to achieve quality workmanship.
- Actively participate with Manager of Housing Operations in the identification and prioritization of long-term capital needs for each complex including estimates associated with work achievement.
- Prepare and maintain an “Emergency Response Manual” identifying technical aspects related to location of critical valves, alarm systems, electrical panels, and control panels and including technical and communication procedures for responding to emergency situations at each complex.
- Maintain and develop positive resident relations.
- Prepare and distribute maintenance and vacancy management reports as appropriate.
- Schedule, contract, and supervise all special projects identified for each complex.
- Responsible to oversee all “special projects” requested by directors. Special project can be any facilities focused project outside of normal operations: warranty claims, grant funding, investments from outside agencies, large scale capital projects, etc. as assigned.
- Responsible for the oversight of sub-contractor contract renewals on an annual basis or as needed.

Compliance

- Coordination of annual property compliance audits conducted, specifically related to maintenance areas of responsibility, by outside agencies and investment partners such as Colorado Housing and Finance Authority, Colorado Division of Housing, US Department of Housing and Urban Development, and US Department of Agriculture/Rural Development.

Financial

- Responsible for financial requirements, property budgets related to all maintenance items, budget preparation for all maintenance related activities, monitoring, and adherence to vacancy turn financial projections.
- Participate and contribute to the preparation of the annual maintenance and vacancy budget for each complex in concert with the accounting.
- Monitor and comply with the maintenance and vacancy budget line items as established for each complex.
- Continued monitoring of the financial performance of each housing community to ensure financial targets are met and initiate corrective action as appropriate.
- Manage purchases and maintenance needs \leq \$5000 with internal staff and external contractors.
- Research and prepare funding grants for capital projects. After awarding of grants, responsible for all applicable monitoring, reporting, and close out procedures required
- Identify budget expense overages and as appropriate initiate corrective action or escalate to the Executive Director.

Staff Management

- Provide excellent leadership to all assigned staff.
- Meet regularly with direct reports to manage work performance and goals.
- Conduct annual staff performance reviews and plans.
- Directly supervise all Maintenance Department staff to ensure quality of admin processes including but not limited to work orders, purchase orders, invoice processing, contract administration, and reporting documents.
- Supervision of the full maintenance staff to include hiring, discharge (if necessary), annual reviews, evaluations, assurance of staff training, medical leaves as necessary, etc.
- Hire and ensure training appropriate technicians to perform the tasks necessary to maintain the complex environment and prepare vacant units for occupancy.

General

- Maintain skill level, current regulations, and policies through various training and conferences, as well as responsible to manage performance and skill level of direct reports.

Some travel required

Supervision Received:

Work under the immediate supervision of the Executive Director

Supervision Exercised: This position supervises non-exempt positions and carries out supervisory responsibilities in accordance with the organization's policies and procedures, specifically all Maintenance Technicians.

ESSENTIAL FUNCTIONS OF THE JOB

Position Specific Competencies

- Must be able to use Microsoft Office products such as Word, Excel, and Power Point
- Ability to manage multiple projects simultaneously
- The employee must interact with program participants, other EPHA personnel and community resource staff. Employee must show positive and professional conflict resolution abilities and skills.
- Communication should be effective through the use of face-to-face conflict resolution and non-use of gossip/hearsay with the intent of a positive outcome for all parties.
- Employee is a key public figure for the Estes Park Housing Authority and must display a professional attitude in working with Residents, Property Managers, Housing and Accounting Staff as well as staff from outside agencies.
- Knowledge of general accounting, budget management, and procurement policies and procedures.
- Knowledge, and the ability to manage the financial and revenue programs for all housing programs in compliance with Federal, State, County, and Town regulations.
- Understand or be able to learn all appropriate software programs including but not limited to Microsoft Office, HAB, MRI, Insight, Monday.com, or others as needed.
- Ability to motivate others, maintain organization standards, and incorporate current rules, policies, and requirements
- Ability to establish and maintain effective working relationships with other agencies and the general public.

Education/Experience Qualification:

Highschool diploma or equivalent required. Specialized training or education in facilities management and/or certified Maintenance Operations Manager training with certification in plumbing, electrical, HVAC, or boiler systems preferred. Minimum of 5 years' experience in multi-family general maintenance, vacancy turns, and budget creation/management highly desired.

The employee must interact with program participants, other Estes Park Housing Authority, Loveland Housing Authority and Town of Estes Park personnel, Board Members, as well as other members of the public. The employee must show positive and professional conflict resolution abilities and skills. Communication should be effective through the use of face-to-face conflict resolution and non-use of gossip/hearsay with the intent of a positive outcome for all parties. The employee is a key public figure for the Housing Authority and must display a professional attitude in working with residents, all staff, and agencies.

The duties and responsibilities described are not a comprehensive list and that additional tasks may be assigned to the employee from time to time, or the scope of the job may change as necessitated by business demands.

Driver's License and Background Check:

Must possess and maintain a valid Colorado Driver's License with an acceptable driving record (no major violations within the last three years) and be insurable through Loveland Housing Authority insurance carriers.

A criminal history and motor vehicle background check is required.

Working Environment:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee frequently is required to climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee is occasionally required to sit. The employee may occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

This position description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this role.

HIRING RANGE

\$65,000 - \$85,000