



## **JOB DESCRIPTION: KA LA'I OLA VILLAGE Maintenance Supervisor**

### **Position Classification:**

Full Time, Salary/Exempt

### **Position Reports to:**

On-Site Property Manager

### **Position Supervises:**

Administrative Assistant (as needed)

Maintenance Technician (as needed)

### **About Pono Property Management**

Pono Property Management is a firm that specializes in long-term property management across the Hawaiian Islands of O'ahu, Maui, Big Island, and Kaua'i. We understand that managing properties is more than just a business - it's a responsibility. That's why we approach each property with care, attention to detail, and a relentless pursuit of excellence. We leverage cutting-edge technologies, industry-leading practices, and data-driven insights to optimize efficiency, enhance transparency, and deliver premium results for our clients and renters.

### **About Ka La'i Ola Village**

Ka La'i Ola Village is a designated site for Hawaii's Interim Housing Program (HIHP) and will provide interim housing for 450 households from August 2024 through August 2029 (or a maximum of five years) for individuals and families impacted by the Maui Wildfires. As such, this property will be made available for program participants who are still seeking permanent housing.

### **Summary:**

The Maintenance Supervisor is responsible for overseeing the maintenance operations of Ka La'i Ola, ensuring timely completion of maintenance requests, and maintaining the overall functionality and appearance of the facilities. The ideal candidate will have strong leadership abilities, technical expertise in building maintenance, and a commitment to providing exceptional service to residents.

### **Responsibilities:**

- Timely coordination, execution, and thorough documentation of completion of all communal area and unit repairs.
- Administrative accountability includes the use of mobile and fixed computerized applications to ensure that work assignments, progress, forecast, and history are thoroughly and timely documented to support fiscal goals of the property.
- Direct supervision of Maintenance Technicians and/or Porter/Groundskeeper. Accountable for property maintenance and janitorial operations and maintaining operations within parameters of the property budget relative to Repairs and Maintenance, Unit Replacement, Contracted Services, and Capital Repairs categories.
- Supervise and coordinate the daily activities of maintenance technicians, including prioritizing and assigning

work orders.

- Conduct regular inspections of properties to assess maintenance needs, safety hazards, and cleanliness standards.
- Oversee preventative maintenance programs to ensure equipment and facilities are in optimal condition and compliant with safety regulations.
- Coordinate and manage repairs and maintenance projects, including HVAC systems, plumbing, electrical, and other building systems.
- Maintain inventory of maintenance supplies and equipment, and oversee procurement as needed.
- Train and mentor maintenance staff on proper maintenance procedures, safety protocols, and customer service standards.
- Respond promptly to emergency maintenance requests, both during and outside of regular business hours.
- Collaborate with property managers and other departments to address resident concerns and maintain positive tenant relations.
- Prepare and maintain accurate records and reports related to maintenance activities and expenses.
- Responsible for recording, tracking, assigning, completing, and closing out all work orders in Rent Manager.
- Responsible for maintaining maintenance shop and storage areas in a clean and organized manner, and property equipment in good condition.
- Maintain appropriate level of inventory relative to budget, using purchase orders appropriately.
- Schedule and complete and/or assist in the turning of vacant units prior to program participant occupancy.
- Ensure compliance with company policies, procedures, and regulatory requirements, including health and safety regulations.
- Coordinate with the Senior Community Manager and perform semi-annual unit inspections.
- Assist with preparing scopes of work, repair coordination and scheduling for outsourcing third-party repair projects.
- Participate in forecasting and scheduling short- and long-term capital repair needs of the property.
- Maintain up-to-date knowledge regarding current contracts with vendors and suppliers.
- Responsible for after-hour, weekend, and holiday emergency repair needs.
- All other duties as assigned.

#### **Qualifications:**

- Proven experience in maintenance supervision or a similar role, preferably in residential or commercial property management.
- Strong leadership abilities and a commitment to providing exceptional customer service.
- Technical expertise in building maintenance, including carpentry, plumbing, painting, electrical, masonry, drywall, fencing, concrete, appliance repair, and some HVAC.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Strong organizational and time management skills.
- Proficiency in Microsoft Office, Microsoft Teams, Zoom, and the Internet.
- Valid Hawaii Driver's License.
- Ability to work flexible hours, including nights, weekends, and holidays.

#### **Physical Requirements:**

- Ability to stand, walk, and move for extended periods (up to 8 hours per day)
- Frequent bending, kneeling, crouching, and reaching to inspect and repair equipment or property features
- Ability to lift, carry, push, or pull up to **50 pounds** regularly and occasionally heavier loads with assistance
- Comfortable working at heights, including on ladders, scaffolding, or rooftops
- Manual dexterity to handle tools, equipment, and small mechanical components
- Ability to work in varying environmental conditions, including heat, humidity, rain, and cold temperatures
- Adequate vision and hearing to safely perform tasks and operate machinery
- Ability to operate power tools, hand tools, and maintenance equipment safely

- Capability to respond to emergency maintenance issues at any time, which may include after-hours work
- Sufficient stamina to handle physically demanding tasks, including prolonged standing, walking, and lifting

**Work Environment:**

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is exposed to weather conditions prevalent at the time. This may include warm, hot, or cold temperatures as well as hurricanes or tropical storms. The noise level in the work environment is moderate unless there is construction making the noise level high.

**Salary:**

\$49,000 - \$52,500 annually commensurate with experience; 40 hr work week