



JOB DESCRIPTION: KA LA'I OLA MAINTENANCE SUPERVISOR

Position Classification:

Full Time
Exempt/Salary

Position Reports to:

Community Manager

Position Supervises:

Maintenance Technician

About HomeAid Hawaii

We are a fast-growing nonprofit developer focused exclusively on building housing solutions for homeless and people experiencing housing instability. Our value engineering through deeply discounted supplies and materials, and pro bono labor makes us a leader in developing deeply affordable housing solutions for the lowest AMI levels.

Currently, we are the lead developer for the State of Hawaii's Kauhale Initiative and Maui Wildfire Housing response. Our approach to development is rooted in balancing construction with community relations through outreach and community engagement.

Our mission is to help people experiencing homelessness, or who are at risk, build new lives through construction, community engagement, and education.

Our vision is that every resident has a safe and dignified home to grow and thrive in Hawaii.

About Ka La'i Ola

Ka La'i Ola 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.

JOB SUMMARY

We are seeking a skilled and experienced Maintenance Supervisor to oversee the maintenance operations of Ka La'i Ola. The Maintenance Supervisor will be responsible for leading a team of maintenance technicians, ensuring timely completion of maintenance requests, and maintaining the overall functionality and appearance of our facilities. The ideal candidate will have strong leadership abilities, technical expertise in building maintenance, and a commitment to providing exceptional service to our residents.

The Maintenance Supervisor reports to the Community Manager.

RESPONSIBILITIES

The Maintenance Supervisor is responsible for:

- Timely coordination, execution, and thorough documentation of completion of all communal area and unit repairs. This includes physical systems maintenance, monitoring and forecasting physical interior and exterior components of the property.



- Administrative accountability includes the use of mobile and fixed computerized applications to ensure that work assignments, progress, forecast, and history is 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.

Property Operations

- 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 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.

Compliance

- Participation in all maintenance projects and training classes as directed.
- Comply with all aspects of Fair Housing and Harassment Awareness training and protocols in performance of all tasks and assignments.
- Maintain, monitor, and promote a safe work environment.



Financial

- Utilize company established protocols to forecast and maintain parts and supplies inventory.
- Understand budget and applies expense control of property Repairs and Maintenance, Unit Replacement, Contracted Services and Capital Repair budget categories.

Human Resources

- Directly oversee the activities of the Maintenance Technician and Porter/Groundskeeper, who all report to the Community Manager.
- Participate in hiring recommendations.
- Manage and submit personal time and expenses on a weekly basis to the Supervisor.
- Must possess a valid Hawaii Driver License
- Maintain positive relationships with internal departments.
- Authorized to work in the United States for any employer.

Customer Service

- Respond to Supervisor on all resident complaints in a timely and professional manner. Create a community of preservation and appeal based on a clean and presentable environment that is consistent for our residents and noticeable to the community at large.
- Maintain a presentable and professional attire that is representative of the company standards by wearing the company issued uniform.

Community Relations

- Assist Community Manager with ongoing positive relationships with residents and external agencies as directed.
- Assist Community Manager with various Community Programs, including those related to preservation and upkeep of units and all communal areas.

General

- Must attend Company sponsored events that relate to the development of the team, which, from time to time, may include travel and overnight stays at locations away from the employee's home.
- May be required to work at various locations.
- This position may require the availability to work some nights, weekends and occasional holidays based upon the needs of the community.
- Maintain organized company tools inventory related to performing general maintenance and facilities upkeep as outlined in Essential Skills.
- Coach indirect reports in the betterment and advancement of essential skills.
- Working on-site is an essential function of the position.
- Other duties as requested.

ESSENTIAL SKILLS

- Excellent customer service skills and ability to be flexible, a team player and interface professionally with all levels of internal and external customers.
- Effective communication skills, both verbal and written, with a customer-focused approach.
- Must have a strong work ethic and positive attitude.
- Computer literacy in Microsoft Office platform, Microsoft Teams, Zoom and the Internet
- Ability to build external relationships while positively promoting the organization.



- Excellent time and project management skills with the ability to organize and prioritize tasks.
- Relate to others beyond giving and receiving instructions.
- Manage high stress situations effectively.
- Thrive in a fast-paced, team-oriented, collaborative, deadline-driven work environment and ability to manage with an elevated level of detail.
- A passion and strong understanding of our industry and our business mission
- Must be able to read and speak English to effectively communicate between the Community Management team, residents, and between co-workers and supervisors.
- Proven experience in maintenance supervision or a similar role, preferably in residential or commercial property management.
- Must be a problem solver with ability to identify and resolve problems, gather and analyze information, develop alternative solutions and execute resolutions in a timely manner.
- Demonstrate initiative, personal awareness, professionalism, integrity, and exercise confidentiality in all areas of performance.
- Perform repairs, train, and demonstrate proficient command of carpentry, plumbing, painting, electrical, masonry, drywall, fencing, concrete, appliance repair and some HVAC.
- Set up and operate appropriate equipment, machines, and tools according to the specification provided by the manufacturer.
- Demonstrate knowledge regarding water meter shutoffs and sewer cleanouts for communal areas and individual units.
- Ability to work independently and to supervise teams.
- Apply OSHA and SDS protocols and promote adherence to indirect reports to corporate safety requirements including conducting safety meetings, maintaining required safety documentation, and ensuring equipment and systems are functional and safe.
- Demonstrate knowledge of EEO and fair housing policies; Show respect and sensitivity for cultural differences; educate others on the value of diversity; promote a harassment-free environment; build a diverse workforce.
- Other duties as may be needed relevant to facilities management.

EXPERIENCE

- High school diploma or equivalent; technical certification or degree in facilities management, engineering, or a related field preferred.
- Minimum three to five years related maintenance experience and/or training, or equivalent combination of related experience and education.
- Thorough knowledge and understanding of Fair Housing and Harassment Awareness policies.
- Proficiency in both verbal and written communication and computer skills.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the Essential Responsibilities outlined above and the Physical Demands outlined below.
- Regularly required to use hands to grip, handle and control hand and power tools.
- Ability to work in varying weather and noise conditions.
- Required to frequently move about the property, including offices, utility rooms,
- Must occasionally lift/move up to 50 lbs. and climb, balance, stoop, kneel, crouch and/or crawl.
- Operate computer and office equipment and handheld devices with hands and voice.



- Specific vision requirements include close vision, distance vision and color vision and peripheral vision, depth perception and an ability to adjust focus.
- Specific audio/verbal abilities include communication with residents, employees, vendors and owners both in person and via telephone.

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.

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of this Job Description and have read and understand its contents. I understand that if I have any questions pertaining to this job description or my overall job duties, I will consult my supervisor immediately. Furthermore, based on business demands, I understand that the company may revise my duties at its discretion.

This job description should not be considered as a detailed description of all the work requirements of the position and is subject to change based on the needs of the organization.

Salary: \$62,000 to \$66,650 annually based on experience; 40 hr. work week, with emergency on call responsibilities.