



JOB DESCRIPTION

Supervisor, Facilities

Reporting Unit: Aspire Indiana
Department: Facilities
Reporting to: Manager, Facilities
Created: 2/7/2020

Location: Varies
Site: Lebanon or Fletcher
FLSA Status: Full-Time, Exempt
Modified:

POSITION SUMMARY

The Supervisor, Facilities is responsible for the day-to-day operational maintenance, safety and general appearance for all Aspire residential and commercial facilities. This is a working supervisor position that will coordinate maintenance responsibilities and tickets for themselves as well as a team of technicians. This position is part of the team that will provide assurance that all Aspire facilities comply with applicable building and safety standards provided by the Department of Housing and Urban Development (HUD), the Joint Commission and all other building related code requirements.

ESSENTIAL RESPONSIBILITIES

Staff Management and Mentorship

- Screen, interview, and make recommendations to hire for new facilities staff
- Arrange appropriate on-boarding, training, and performance reviews for facilities staff
- Perform staff performance and competency evaluations and provide regular coaching and feedback
- Ensure direct reports remain compliant with all annual trainings, policies, procedures, documentation and certifications, as applicable
- Provide facilities staff training and development opportunities through coaching and mentoring, as well as, corrective action through established progressive discipline procedures
- Monitor and positively affect team morale
- Coach and mentor facilities staff on quality and efficiency of work, with emphasis on teaching skills to improve and expand on their existing abilities
- Create and maintain a work climate that emphasizes collective team performance and demonstrates Aspire's core competencies
- Evaluate progress toward achieving team and department goals, objectives and metrics and provide timely, relevant, and actionable feedback to direct reports

Maintenance

- Act as a working supervisor with rotation on the 24/7 on-call maintenance schedule
- Receive and assign all incoming maintenance requests and follow-up to ensure their successful and thorough completion
- Perform the systematic maintenance routines required for all physical facilities systems and equipment
- Troubleshoot malfunctioning physical systems and equipment and perform or coordinate repairs when needed
- Arrange for and monitor the work of outside firms, including subcontractors and vendors
- Monitor the safety requirements of all facilities and equipment, including in-house equipment and items brought in by staff
- Implement fire and tornado drills at the request of the Manager of Facilities and Director of Compliance

Coordination and Communication

- Coordinate and lead staff meetings to communicate team member's accountability for new and ongoing objectives and projects
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities
- Respond in a calm and effective manner to a variety of demands, projects and personality types

Reporting and Documentation

- Timely completion of all required unit and/or organizational reports and documentation according to policies and procedures related to physical safety and building maintenance
- Address the requirements of DMHA, Medicaid, Medicare, Joint Commission, etc., as applicable to management position

Performance

- Meet or exceed established metrics for individual, department, and organizational goals
- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance and Safety Programs as it applies to individual job duties, the department, and the company
- Timely completion of all required personnel related documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, etc.)

Professional Development

- Complete and maintain compliance with any and all required trainings, certification and continuing education requirements for the position
- Proactively create and execute a professional development plan to stay current within field
- Attend education events/seminars to continue developing expertise in the field and improve important professional relationships
- Participate in appropriate team and/or administrative meetings and/or assigned committees

CORE VALUES

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

POSITION-SPECIFIC COMPETENCIES

- **Decisive** – Demonstrates confidence, initiative and sense of urgency in making decisions on behalf of team and takes responsibility for those decisions
- **Results-driven** – Thinks strategically and demonstrates understanding of big picture in order to plan and achieve desired results toward Aspire's mission and vision
- **Strategy** - Demonstrate ability to think strategically to drive team outcomes
- **Effective communicator** – Uses 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Organized** – Guides staff to produce high-quality and repeatable work with absolute efficiency; leads through confident understanding of and appreciation for policies and procedures; ability to quickly prioritize tasks and address emergent situations
- **Motivating** – Fosters an engaged and supportive work environment in which employees are at their best; establishes him/herself as an effective leader and role model to the team

SKILLS, KNOWLEDGE & ABILITIES

Education and Experience

- High school diploma or equivalent required
- One (1) year vocational and/or trade school or 3 years of comparable work experience
- Previous experience in a supervisory capacity preferred
- Knowledge in HVAC, plumbing, electrical, carpentry, safety preparedness, and residential/commercial systems components highly preferred

Certification

- HUD Certified Manager of Maintenance Certification or ability to obtain preferred but not required

Other

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Demonstrate respect for the clients confidentiality practices, as well as for the expertise of other team members
- Must have excellent supervisory skills, and exceptional soft skills, such as relationship-building, communications, listening, negotiation and diplomacy
- Must be detail oriented, have excellent organizational skills and be flexible
- Actively participate in performance management and coaching
- Demonstrate the ability to perform well under pressure and meet deadlines in a fast-paced environment
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Display a positive work ethic
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work may generate considerable physical (transporting, moving, assisting clients, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Mobile office environment with heavy travel within the community
- Heavy exposure/use of computers, tablets, cell phones, etc.
- Ability to communicate effectively by phone or in person
- Must be willing to work hours outside the normal 8:00 am - 5:00 pm
- On-call responsibilities after working hours and on holidays to manage emergencies that may arise and participate in on-call rotation
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Frequent periods of prolonged sitting; often standing and walking up to 30% of the time; some bending, stooping, stretching, reaching less than 5% of the time.
- Ability to ascend / descend stairs occasionally
- Ability to work from a ladder and drive large and small trucks with standard or automatic transmissions

- Manual dexterity sufficient to operate keyboard, telephone, calculator, hand and power tools (hammers, saws, screwdrivers, drills, power saws, chainsaws, etc.), and the ability to write and/or type
- Must be able to solo lift and/or move objects up to 25lbs; Must be able to team lift and/or move objects up to 100lbs.

BACKGROUND CHECKS

Employment is contingent on background checks as required by Aspire’s policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Driving, History Record, Employment Verification, Education Verification, and Professional References

SUPERVISORY RESPONSIBILITIES

This position has supervisory responsibilities

WORK HAZARD CATEGORY

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

EMPLOYEE STATEMENT OF UNDERSTANDING

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name