



JOB TITLE: Maintenance Supervisor
DEPARTMENT: Property Management
REPORTS TO: Maintenance Director
SUPERVISES: NA
FLSA STATUS: Non-Exempt

COMPANY SUMMARY:

LSA Management is an innovative new property management firm combining the expertise and passion of Laurel Street with a long-term owner’s focus on quality and impact providing a unique opportunity to add value for residents, team members, and partners. LSA strives to provide best-in-class property management for apartment communities across the Southeast. Headquartered in Charlotte, LSA Management provides property management services for all Laurel Street communities in Georgia, Virginia and North Carolina. In 2023, this includes 3,000 units in Georgia, North Carolina, and Virginia. By 2030, LSA Management expects to have a management portfolio of over 10,000 units.

Laurel Street is a mixed-income housing developer and owner headquartered in Charlotte, North Carolina with a development portfolio of nearly 5,000 units across the Southeast. Our portfolio includes a mix of Low-Income Housing Tax Credit communities and workforce housing developments that serve middle income and market rate households. The Laurel Street and LSA organizations are deeply committed to providing best in class housing opportunities for families of all income levels.

POSITION SUMMARY:

The Maintenance Supervisor is accountable for delivering on our commitments to our residents and is instrumental in helping LSA provide superior customer service to our residents. This includes quality move-in, timely service, superb curb appeal and personal attention to our residents and their homes. The Maintenance Supervisor works alongside the Community Manager in ensuring the responsibility of overseeing the activities of assigned staff and vendors to ensure the maintenance of the property.



EXPECTATIONS FOR ALL EMPLOYEES

Supports the organization's values and culture by supporting and encouraging collaboration, innovation, excellence, and commitment to the communities we serve, and meeting the owner's goals and objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Resident Relations + Customer Service

- Demonstrates customer services skills by treating residents and others with respect, answering questions from team and residents, responding sensitively to complaints about maintenance services, and assigned work orders with efficiency and urgency.
- Projects a favorable image of the community to achieve property objectives and public recognition.
- Ensure consistency, follow-up, and follow through in dealing with residents on all matters.
- Enforce policies of the community that are delegated by Community Manager.
- Assists and completes work orders generated from resident requests for service, as well as routine upkeep on the community by diagnosing the source or cause of the defect or problem, and making repairs in accordance with established policies, procedures, safety standards, and code requirements.

Maintenance Management

- Coordinate, schedule and respond to resident/management request and work orders.
- Ensure all repairs and replacements necessary for community common areas and units. Supports cost-cutting and expense control programs by fixing rather than replacing parts when possible, not being wasteful with materials and supplies, and practicing the correct use for tools and equipment.
- Inspect grounds, building and other community features daily to identify, minimize and correct hazardous property conditions or liability concerns.
- Manage and order maintenance supplies inventory while adhering to budget guidelines set by Community Manager.



- Maintain preventative maintenance program that extends the life of the community while minimizing future repairs.
- Maintain well-organized and property stocked maintenance shop while adhering to safety standards and OSHA guidelines.
- Maintain hazard communications program; teach and promote safe work practices.
- Manage unit inspections.
- Responsible for key control of community.
- Maintain accurate records regarding service requests, EPA/OSHA standards, preventative maintenance, apartment make-ready status, work in progress, etc.
- Manage and participate in on-call emergency at community.
- Plan for and utilize property resources, equipment and supplies economically by obtaining bids/pricing from vendors, suppliers, and contractors.
- Give direction to and monitor maintenance, construction, and rehabilitation activities to ensure quality and expediency.

Staff Leadership

- Challenge all team members to achieve higher levels of performance by establishing and communicating immediate and long-term goals.
- Develops standards for the cleanliness and overall appearance of the community's grounds, amenities, building exteriors, market ready unit interiors, breezeways, curbs, signage, leasing office, central garbage areas, parking lots, and other buildings and common areas to ensure that they reflect and represent the high quality of the community and LSA standards.
- Under direction of Community Manager, supervises, trains and schedules maintenance activities for maintenance staff.
- Monitor work progress of each maintenance staff on daily basis; provide immediate assistance and instruction if needed.
- Provide Community Manager input regarding employee performance evaluations.
- Conducts regularly scheduled LSA safety meetings, ensure all MSDS sheets are current and readily accessible, and keeps up to date on all OSHA and other safety related laws and requirements to ensure community compliance.

Adherence to Property Management Rules, Regulations and Guidelines

- Practices proper safety techniques in accordance with Company, property, and departmental policies, procedures, and standards by immediately reporting any



mechanical or electrical equipment malfunctions, employee/visitor/resident injuries or accidents, or other safety issues to appropriate individual(s)

- Complies with LSA's safety and risk-management policies by attending and participating in the property's routine safety meetings, completing required training on OSHA and other safety related laws and requirements, and by reporting accidents and incidents promptly and accurately.
- Follows established policies and procedures by monitoring and ensuring compliance with regulatory requirements, organizational standards, and operational processes related to area(s) of responsibility and reporting violations or infractions to appropriate individual(s).
- Conduct all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act and all other laws pertaining to the apartment industry.

Physical Demands & Working Conditions

- The incumbent in this is classified as essential staff and is expected to report to work and adhere to all safety and business protocols.
- Frequent sitting and walking
- Reading, comprehending, writing, performing calculations, communicating verbally.
- May work in an elevated site, may walk on uneven ground.
- Occasional squatting, bending neck/waist, twisting neck/waist, pushing, and pulling.

Qualifications

- At least 3 years of multifamily property maintenance experience
- One year of supervisory experience required
- Expertise in general plumbing, HVAC, appliance repair, electrical, and carpentry work
- HVAC certification
- Very strong organizational skills and ability to handle multiple priorities
- Solid interpersonal and customer service skills
- Must be available for on-call and weekend work