



119 West Hall Avenue
San Ysidro, CA 92173
619-428-1115
www.casafamiliar.org

POSITION DESCRIPTION

Maintenance Manager (Offsite)

Classification: Full-Time (Exempt)

Salary Range: \$62,000 – \$66,500 (does not include housing)

Reports to: Property Maintenance Manager

To Apply: Submit resume to hr@casafamiliar.org

Casa Familiar (Casa) was founded in 1973 and is a 501(c)(3) community-based organization dedicated to serving residents in South San Diego County and specifically the border community of San Ysidro.

Casa Familiar's mission is to enhance quality of life for low-income individuals and families through advocacy, social services, education, affordable housing, arts and culture, and community and economic development. **Casa's values are RESPECT, INTEGRITY, FAMILIA, CULTURE, AND COMMUNITY.**

Casa seeks to employ individuals that perform all assignments with a positive "can-do" attitude while demonstrating organizational values. Ideal employees have a strong desire to support Casa Familiar's mission and the community we serve.

POSITION OVERVIEW:

We are seeking a skilled Maintenance Manager to oversee the maintenance operations for our portfolio of affordable housing properties and community facilities. The Maintenance Manager will play a crucial role in ensuring that our properties are well-maintained, safe, and conducive to community living. This position offers an exciting opportunity to make a meaningful impact by contributing to the upkeep and improvement of our housing developments and community facilities.

Real Estate Portfolio: Casa Familiar's housing portfolio consists of several affordable multi-family complexes, community facilities and commercial space, located in the southern portion of San Diego County. Its portfolio includes several large affordable housing complexes in which Casa is the managing general partner. Casa Familiar manages a scattered site portfolio of smaller affordable housing complexes

for which it is the sole owner. Casa Familiar also operates several community facilities including office space and recreational facilities owned by the City of San Diego.

JOB SUMMARY:

Under the general supervision of the Property Supervisor, the Maintenance Manager is responsible for the curb appeal, preventative maintenance, unkept, and facilities repairs. Responsible includes improving functionality of all facilities and reliability of all facilities equipment; managing and scheduling all facility work orders, performing and scheduling all preventative maintenance plans; identifying and evaluating suppliers, negotiating with inside and outside service vendors; conducting training for all maintenance staff; supervising and mentoring maintenance teams; responding to emergency alarms or situations after hours as necessary; ensure the maintenance team are using appropriate safety gear, attire, and shoes to perform duties; ensure that all market-ready repairs and services, as requested are completed correctly and scheduled; lead efforts to keep grounds neat and free of litter as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Maintenance Oversight: 40%

- Develop and implement maintenance plans for all properties, including preventative maintenance schedules and routine site exterior inspections.
- Coordinate and oversee maintenance activities such as repairs, renovations, and upgrades.
- Manage maintenance team and contractors, including hiring, training, and supervision.
- Schedule and perform minor and routine maintenance on all appropriate equipment on a regular basis.
- Inspect and maintain tools in excellent condition.
- Establish, maintain, and continually update the facilities manual that identifies various protocols and/or standards designated for the properties.
- Inspect the properties daily to ensure the highest standards are maintained.
- Conducts periodic inspections of vacant apartments for market ready condition.
- Assists in the update, revision and/or development of forms, reports, and manuals relating to property and maintenance issues and operations. Ensures implementation, as appropriate.
- Work with cross-functional teams on any needed communication and engagement strategies necessary for successful operation of the properties.

Budget and Resource Management: 10%

- In collaboration with the Property Supervisor and Asset Manager, prepares annual operating and capital budgets; monitors budget performance and prepares summary reports of same.
- Procure supplies, equipment, and services for maintenance operations.
- Monitors expenses and identify cost-savings opportunities while maintaining quality standards.
- Maintain effective relationships with residents, community and industry groups, including partners, investors, lenders, and regulatory agencies.
- In coordination with the Property Supervisor and Asset Manager work with the Finance Department to review and deliver audits, budgets, monthly reports and updates to required parties including executive leadership.

Collaboration with Community Development Department: 10%

- Work independently and/or in collaboration with Community Development staff to provide access to properties during construction, rehab, and property repairs to ensure project/property stabilization.
- Work in collaboration with the Property Supervisor and Community Development Department to resolve any property related operational matters.
- In collaboration with the Property Supervisor and Asset Manager and Community Development Department, develop Capital Plans for existing or newly acquired properties
- Assist with developing operating budgets for new and existing developments

Other Duties: 30%

- Participate in various external working groups dedicated to property management, asset management and community development.
- Participate in various agency events and initiatives as required or needed
- Effective listening, communications, management expectations, and demonstrates the ability to request assistance when needed in a timely manner.
- Know Casa Familiar's mission, values, policies and procedures, and share these expectations with the entire maintenance department.
- Ensure the team follows best practice and maintains service level agreements and reports.
- Oversee and guide staff program activities while collaborating with other program managers as needed.

- Set appropriate goals and actions to pursue and determine what strategies are needed to achieve goals.
- Delegate duties to staff to attain objectives and complete tasks and priorities determined by budget and urgency.
- Monitor staff performance including performance reviews.
- Provide feedback, mentorship, and training for staff who fall under direct supervision.
- Plan and implement procedures and systems to maximize operating efficiency at various service centers to better enhance service provisions while coordinating with other team members that may be impacted by changes or enhancements, adjustments, issues/solutions, and transitions be shared with Property Supervisor and/or Community Development Officer.

Tenant Relations: 10%

- Addresses maintenance request and concerns from tenants in a timely and professional manner.
- Foster positive relationships with tenants and community members through effective communication and responsiveness.
- Implement tenant engagement initiatives to promote community involvement and satisfaction.

Supervision: This position entails supervising a team of up to 6 maintenance technicians.

SKILLS, EXPERIENCE, AND EDUCATIONAL REQUIREMENTS:

- Working knowledge of day-to-day property management of multifamily, facilities and commercial properties
- Minimum of 4 years of experience in maintenance property management, preferably in the affordable housing or nonprofit sector.
- Ability to execute professional level customer service and multitask effectively.
- Excellent oral and written communication skills.
- Knowledge of applicable regulations and codes related to housing maintenance and safety.
- Excellent organizational, problem-solving, and decision-making skills.
- Ability to effectively prioritize tasks and work independently and in groups.



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- Ability to handle sensitive and confidential information.
- Ability to work with diverse cultures and aptitudes.
- Bilingual English/Spanish (written/oral) required.
- Valid California driver's license and regular availability of an insured vehicle for travel within the San Diego County area.

ADDITIONAL INFORMATION:

This position requires sitting at a desk or workstation, walking, standing, climbing stairs, hearing, speaking, being able to lift up to 50 lb., ability to perform manual labor including heavy lifting, bending and kneeling, being able to do errands pertaining to organizational operations. You must be comfortable working in various environmental conditions including outdoor weather and exposure to chemicals. This is a full-time exempt position with occasional work responsibilities on weekends and/or evenings depending on the season calendar.

A background check is required. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. This is a full-time, exempt position with occasional work responsibilities on weekends and/or evenings depending on the season calendar.

Casa Familiar is an equal employment opportunity employer. Casa does not and shall not discriminate since race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

BENEFITS SUMMARY:

- Medical, dental, vision, and life insurance
- 403(b) Retirement – Casa contributes 3% of your annual income.
- 403(b) Retention Benefit
- Annually - PTO 5 paid days off (1st year), 8 hours a month of sick leave (12 sick days a year), 12 paid holidays, 6 paid wellness days, paid winter break
- (Dec. 23 – Jan. 3 but dates may vary slightly - this break is subject to change if business needs change)
- Bereavement - up to 5 days
- Jury Duty - up to 3 days



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- Mileage Reimbursement

