

## **JOB DESCRIPTION**

**PROGRAM:** Housing Options  
**JOB TITLE:** Facilities & Maintenance Lead  
**CLASSIFICATION:** Program Specialist V  
**PAY GRADE:** 13

### **JOB SUMMARY**

The Facilities & Maintenance Lead position works with the Housing Options Director to provide a high level of customer service striving for quality, consistency, unique design features, and compliance with building codes. Ensures environmental, grant, contract, and other federal, state, and local regulatory requirements involving facilities are being followed. Oversees and directs the daily physical plant operations of all STEP facilities. Works in collaboration with the Housing Options Director by reviewing, evaluating, and recommending improvements to STEP's facilities operations. Provides direct supervision, oversight, guidance, and technical training to the Building Maintenance/Groundskeepers and Housekeeping staff/contractors.

### **SUPERVISORY RELATIONSHIPS**

**SUPERVISES:** Building Maintenance/Groundskeepers and Contracted Laborers  
**REPORTS TO:** Housing Options Director

### **ESSENTIAL QUALIFICATIONS:**

- Associate degree in construction technology, housing services, or a related field, or any combination of education and experience in building technology, sufficient to demonstrate possession of the required knowledge, skills and abilities;
- Knowledge of the theories and practices of building design, construction characteristics, air infiltration, mechanical system interactions, energy consumption and computation; and,
- Previous supervisory experience is preferred.

### **GENERAL REQUIREMENTS:**

- Possess and maintain a valid driver's license, with the daily availability of a vehicle carrying adequate insurance;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, and Motor Vehicle Record check current within 90 days of employment;
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit, stand, be capable of climbing extension ladders, working at heights, lifting a maximum of sixty pounds unassisted and one hundred pounds assisted, working in restricted areas such as crawlspaces and attics for long periods of time, and wearing safety equipment as required by OSHA;
- Upon conditional offer of employment, the individual shall submit to a pre-employment process to be medically approved to wear a respirator, per the Program's Respirator Protection Plan; and,
- As part of on-going employment, comply with an annual process to be medically approved to wear a respirator, per the Program's Respirator Protection Plan.

### **SPECIFIC DUTIES**

- ❖ Orient, instruct and assist supervised staff on program procedures, effective customer service practices, regulations, laws, and techniques;

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- ❖ Soundly interpret and apply program policies, rules and regulations which relate to program administration;
- ❖ Organize, prioritize, and establish schedules to accomplish program goals and evaluate the delivery of service and program objectives;
- ❖ Ensure compliance of all projects with respect to, permits, historical approval and other pertinent regulations governing construction activity;
- ❖ Perform other related work as assigned;
- ❖ Maintain confidentiality at all times;
- ❖ Design testing and training methodology to provide both formal and informal training to employees to meet contractual requirements and operational objectives; oversee and ensure all staff meet the training requirements of their respective positions;
- ❖ Coordinate with Housing Options Director weekly to: prioritize, plan, and schedule personnel assignments to maintain a consistent employee base while accomplishing all department needs and obligations; review and prioritize current programming issues and production activity;
- ❖ Work with Housing Options Director to provide vision and leadership in the strategic planning and leadership of the Housing Initiative Program;
- ❖ Establish programming responses to logistical issues including budget, staffing, equipment, and other relevant issues; observe, monitor, and evaluate departmental operations, resulting in improvement plans;
- ❖ Implement program and agency goals by providing directives, procedures, and programming methods to staff members regarding long-range tasks;
- ❖ Develop, update, and implement operational and maintenance written procedures, correspondence, forms, and reports;
- ❖ Assist Financial Management Department when invoicing for projects;
- ❖ Identify and meet goals, objectives, outcomes, and timelines within broad parameters and work independently of direct supervision;
- ❖ Develop and implement administrative procedures and operations and evaluate their efficiency and effectiveness;
- ❖ Prepare and submit proposals to funding sources, in consultation with STEP's Housing Options Director in order to maintain or increase service delivery and scope;
- ❖ Utilize vision and forethought to pursue opportunities for the formulation of new programs and enhancing the existing program base;
- ❖ Keep current on evolving and innovative technologies affecting energy savings, and develop ways of implementing these technologies into new and existing agency programs;
- ❖ Attend and participate in meetings and conferences of organizations and groups affecting current and future programs, standards, and practices;
- ❖ Cooperate with agency administrators in facilitating STEP's goals;
- ❖ Work with programs to provide coordinated services to customers;
- ❖ Represent program at regional, state, local, funding source meetings and training sessions, including meetings with the general public, and agency-related matters. Act as spokesperson in speaking with various groups concerning department functions;
- ❖ Design service systems for maximum positive impact and customer outcome achievement;
- ❖ Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- ❖ Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers, and the general public;

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- ❖ Think creatively and work cooperatively with supportive staff and outside agencies to promote and improve services;
- ❖ Establish and maintain effective working relationships, develop public relations techniques, and relate to people from all socio-economic backgrounds;
- ❖ Coordinate and verify the quality of cleaning and sanitizing activities in all STEP facilities with staff and contractors; and,
- ❖ Cover on-call duties and responsibilities in compliance with program procedures, as assigned or scheduled.

**REQUIRED KNOWLEDGE, SKILLS & ABILITIES:**

- ❖ Knowledge of the following:
  - Effective customer service principles;
  - Implementation of the principles, practices, and techniques of supervision;
  - Governmental procedures, especially in areas of grant applications and reporting requirements;
  - Application of basic fiscal and accounting practices;
  - Techniques used in the collection, evaluation, and monitoring of information to ensure program guidelines are met;
  - Energy conservation techniques, heating system repair practices, and the equipment and materials used;
  - Laws and codes pertaining to building industry;
  - Geographic area served; and,
  - Microsoft Office Suite, including but not limited to Microsoft Word, Excel, Access, Power Point, and Publisher components.
- ❖ Skills in the following:
  - Writing, editing, and communicating, including knowledge of English grammar, spelling, and punctuation as they relate to the production of reports, work plans, and other operational documents;
  - Using a keyboard and personal computer; and,
  - Speaking, listening, and interviewing, as well as other oral communication skills.
- ❖ Ability to:
  - Interpret written and oral information;
  - Implement the principles, practices, and techniques of supervision;
  - Apply basic fiscal and accounting practices;
  - Design service systems for maximum positive impact and customer outcome achievement;
  - Be creative, resourceful, and flexible;
  - Identify and meet goals, objectives, outcomes, and timelines within broad parameters and work independently of direct supervision;
  - Develop and implement administrative procedures and operations and evaluate their efficiency and effectiveness;
  - Prioritize complex and sometimes conflicting issues;
  - Collect, organize, analyze, and process information quickly and effectively;
  - Prepare, organize, and maintain accurate written records and reports and make mathematical calculations with accuracy; and,
  - Project a positive image.