



HOUSING AUTHORITY OF JACKSON COUNTY

2251 TABLE ROCK ROAD MEDFORD OR 97501

PH/TDD (541) 779-5785

FAX (541) 857-1118

MAINTENANCE COORDINATOR

SALARY RANGE: \$3,070-\$4,022

JOB SUMMARY:

Working independently and collaboratively with others, this position plays an integral role in executing the Housing Authority of Jackson County's mission, philosophy, and commitment to providing, developing and preserving decent, safe and affordable housing to families and individuals while coordinating efforts towards self-sufficiency. All employees are also expected to maintain a high level of trust, integrity and ethical standards.

This is a full-time position in the Maintenance Department. The position of the Maintenance Coordinator will be under the supervision of the Director of Maintenance. The primary function of this position is to assist the Director of Maintenance in ensuring that the properties owned or managed by the Housing Authority are well maintained and free from safety hazards. This position requires the assigning and monitoring of others in the performance of unskilled to semiskilled work in several crafts related to the construction, maintenance and repair of dwelling units.

The Maintenance Coordinator reports to the Director of Maintenance. Supervision of staff is not a responsibility of this position. However, assignment of repairs to maintenance staff, vendors and contractors is required as well as providing daily support to the site management staff.

ESSENTIAL JOB FUNCTIONS:

The essential functions of this position require prioritizing and completing all assigned tasks in a timely and efficient manner, adjusting for changing priorities and availability of resources, and demonstrating initiative in identifying additional job-related tasks to be completed when time permits. These duties are a representative example of position expectations. Actual duties assigned may vary and change depending on the business needs of the department and the Agency.

1. Obtain quotes/estimates for necessary contracted repairs of Housing Authority owned properties. Determine the order repairs shall be accomplished in with prioritization and coordination efforts amongst Housing Authority staff and/or contractors to ensure the timely completion of repairs. Exercise judgment and competency in evaluation and scheduling contracted repairs.
2. Create and process all maintenance requests received exercising judgment and competency in the decision making of the importance and priority of the requests. Evaluate and approve maintenance department invoices for payment and reconcile vendor accounts. Maintain, develop and process complex, accurate

filing systems and records, including the retrieval , editing and entering of computer records; modify systems as appropriate conduct file and record searches.

3. Assist the Director of Maintenance with: the identification of equipment needs of the maintenance department; develop and maintain the specifications, cost estimates, and the bid specifications for department purchases. Exercise a clear understanding of the materials, methods, techniques, tools and equipment used in construction and the maintenance/repair of dwelling units. .
4. Oversee and dispatch Housing Authority staff, contractors and vendors in response to emergency maintenance repair situations that require immediate attention; assure repairs have been successfully completed; maintain accurate records of completed repairs.
5. Coordinate the interior/exterior inspections of Housing Authority owned properties, which includes their security system and energy management systems. Upon receiving the results of the inspections identify the necessary improvements, repairs, replacements and the potential safety hazards. Recommend and coordinate the action to be taken to remedy the situation.
6. Exercise tact, courtesy, and diplomacy when interacting with clients and others with whom we work to provide exceptional service while enhancing the Housing Authority's public image at all times. Work within bounds of established policies and procedures to resolve resident complaints and concerns timely and effectively.
7. Communicate in a professional, respectful and courteous manner with all Housing Authority staff, clients and others with whom we may work. Contribute to a successful work group and foster a team-oriented culture through positive interactions, active listening, meaningful collaborations, and the constructive exchange of ideas designed to meet or exceed the organization's strategic goals.
8. Complete special projects and other duties as assigned to meet team, department and agency goals while actively demonstrating accountability and responsibility for achieving desired outcomes and measureable results.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

Qualified candidates for this position will have relevant education and experience necessary to perform the essential functions and meet the minimum performance expectations for this position with or without an accommodation.

- ✓ Demonstrated experience of material, methods, techniques, tools and equipment used in construction, maintenance and repair of dwelling units.
- ✓ Demonstrated experience of the hazards encountered while performing tasks and the safety measures required.
- ✓ Knowledge of the principles and practices of time keeping, material purchasing, record keeping and techniques used in estimating time and materials for projects/repairs assigned.
- ✓ Demonstrated experience and competency using best practices to prepare and maintain maintenance request and field work orders.
- ✓ Excellent oral and written communication skills necessary to communicate clearly and effectively with clients, Housing Authority staff, vendors and contractors. Demonstrated ability and competency to communicate clearly and concisely in both individual meeting and group presentation settings.

- ✓ Strong interpersonal skills necessary to develop, establish and maintain effective, professional, collaborative, and collegial working relationships with clients, Housing Authority staff, vendors and contractors. Demonstrated ability and competency to work with a diverse population of clients and co-workers.
- ✓ Strong problem solving, research, and analytical skills, combined with the ability to prioritize tasks and meet established deadlines. Ability to multitask is also essential while remaining flexible with changing priorities and deadlines.
- ✓ Abilities necessary to review, analyze, evaluate, and interpret maintenance requests, field work orders, invoices and Housing Authority policies and regulations.
- ✓ Well-reasoned decision making with a high attention to detail regarding organization, planning, work flow, and project prioritization to ensure tasks are completed efficiently and accurately.
- ✓ Naturally self-motivated, confident individual with ability to work independently and/or with limited direction, as well as cooperatively in a team environment, while consistently demonstrating collaborative, respectful and productive work habits. Actively pursue professional development opportunities to add value to the agency and to help the agency meet its strategic goals and objectives.
- ✓ Highly ethical individual who applies ethical standards of behavior to daily work activities. Takes responsibility for actions and decisions and fosters a work environment where integrity is rewarded. Exercises discretion when involved in highly confidential and sensitive matters.
- ✓ Demonstrated ability and proficiency in using the English language in spoken and written form (including usage, spelling, grammar and punctuation), writing professional business letters and publications, and in preparing reports and related materials.
- ✓ Strong organizational office skills necessary for setting up files, creating documentation, record keeping, and maintaining accurate agency records.
- ✓ Demonstrated experience and competency operating and working effectively and efficiently with computers and other forms of office technology, electronic data, computer programs and software applications, especially Microsoft Word and Microsoft Excel.

AVAILABILITY, PHYSICAL DEMANDS, AND OTHER REQUIREMENTS:

Availability and Accessibility

Due to (a) the nature and scope of the essential functions, (b) the importance of personal interactions between this position, employees, clients and other members of the public, and (c) the availability of job-related tools, equipment and resources at work, performance of the essential functions requires regular, consistent and on-site attendance while working independently and with others.

Approximately 40 hours / week may be required to efficiently perform the job duties of this position. Your presence is also required at designated internal and external meetings. Employees in this position may be required to work a flexible work schedule as a condition of employment, including scheduled and unscheduled overtime. This is understood to mean that the hours of work may vary from day to day and include evenings and weekends. Work schedule specifics will be determined by the hiring supervisor.

Physical Demands

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- ✓ Receive, understand, evaluate and appropriately respond to communications and work-related forms, documents and other information from clients, Housing Authority staff, vendors and contractors using available technology, in person and in a public setting when necessary.
- ✓ Maintain professional and respectful communication style and steady work focus to ensure reactions and responses to both emergency and non-emergency situations, stress, ambiguity, frustration, disappointment, and disagreements serve as an example to others of appropriate workplace communications while contributing to a strong, harmonious team dynamic.
- ✓ Correspond, communicate and exchange information with other Housing Authority staff, clients, vendors, contractors and other third parties with whom we work in-person, via telephone, virtually or by other electronic means using available technology during meetings, presentations, client calls or other situations in which business information may be shared, discussed, or exchanged.
- ✓ Provide intellectually sound and well-reasoned answers, recommendations and solutions to identified business problems, issues and/or questions. Efficiently and quickly analyze, process, manipulate, and accurately record data (some of which is technical in nature) and other information that serves as the basis for this position.
- ✓ Move to, from and within our building and agency owned property site locations, possibly for extended periods of time. Movement to, from and within agency property locations may occur during inclement weather. Perform physical labor safely in all types of weather conditions.
- ✓ Work for extended periods of time in a stationary position while consistently and repetitively grasping, moving and manipulating documents, office supplies, computer equipment, and other business tools and materials.
- ✓ Use and operate a personal computer, office equipment and other technology devices frequently and consistently throughout each day with a high degree of skill, accuracy and independent judgment for the purpose of reviewing, analyzing, creating, transmitting, and presenting documents, data and other business-related information.
- ✓ Lift, transport and/or move up to approximately 20 lbs. occasionally in the performance of regular duties. Occasional bending, stooping, kneeling, and climbing required. Frequent exposure to varying weather conditions.
- ✓ Report for work dressed in attire appropriate for the effective, efficient and productive performance of the duties and tasks assigned to you and in compliance with the Housing Authority dress code and grooming standards.

Driving & Travel

Due to the specific nature and scope of this position's job responsibilities outside of the office, reliance on public transportation or rides from other people may be insufficient to meet this position's requirements and expectations.

- ✓ Drive a personal or agency-owned vehicle on behalf of the Housing Authority in the performance of duties that serve as the basis for this position.
- ✓ Report for work and/or work-related appointments outside the office as scheduled during morning, afternoon and evening hours, even when day light is limited or non-existent, and possibly during inclement weather when directed to do so.
- ✓ Travel on an infrequent basis to attend site visits, meetings, trainings, and conferences via traditional modes of transportation (including airline travel) over long distances, some of which may involve one or more night stays out of town.

ENVIRONMENTAL CONDITIONS:

The work environment conditions described here are representative of those an employee may encounter while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

This position works in a temperature controlled office environment. Our office spaces include traditional office lighting (including fluorescent lighting), as well as shared office spaces and facilities that result in consistent and frequent noise (often louder than ambient noise), conversations among employees and clients, interruptions and other similar distractions.

JOB QUALIFICATIONS:

Education & Experience

- ✓ Equivalent to the completion of the twelfth grade
- ✓ Four years of progressively responsible experience related to the required knowledge and skills.

An equivalent combination of experience and education that demonstrates the required knowledge, skills and abilities required for the position will be considered in lieu of the outlined requirements.

License or Certificates

Possess a valid driver's license and have a satisfactory driving record that meets the required driving criteria. New employees establishing resident status in the State of Oregon must obtain an Oregon driver's license within 30 days (ORS. 807.020 (1)) of joining the Housing Authority.

DISCLOSURES:

This job description is not an employment agreement or contract. It is intended as a general guide of the job duties and tasks the person in this position may be asked to perform as part of our Housing Authority team. It is by no means an exhaustive list of all of the job duties or responsibilities that may be assigned to this position. Position descriptions may occasionally be updated, as necessary, to reflect evolving business needs, and such changes may not be reflected immediately in written form.

Refusal or unwillingness to perform duties and tasks assigned in a positive, professional, productive and respectful manner, even if seeming to fall outside of this description, may be considered insubordination and a violation of the Housing Authority of Jackson County's policies and expectations.

The Housing Authority of Jackson County is an Equal Employment Opportunity Employer that does not discriminate in the terms and conditions of employment against any applicant or current employee on the basis of any status or class protected under applicable federal, state or local law.