

Maintenance Supervisor

OLV Charities

POSITION SUMMARY

Under the supervision of the Director of Facilities, the Maintenance Supervisor is a working supervisory position responsible for leading the day-to-day operation and maintenance of the OLV Charities (OLVC) and Our Lady of Victory National Shrine properties using safe best practices. When not providing active supervision, the Maintenance Supervisor performs a wide variety of skilled maintenance activities, taking the lead in identifying problems, planning the project or response, and making repairs. This position supervises and trains maintenance staff, coordinates the work of vendors and on-site contractors, and partners with the Director of Facilities to plan priorities, assess needs, and ensure the efficient, effective, and safe functioning of the department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide day-to-day oversight of the Maintenance staff, supervising in a manner consistent with OLVC expectations.
2. Supervise the work of vendors and on-site contractors.
3. Partner with the Director of Facilities to plan priorities, assess needs and skills, and assign work to complete tasks efficiently and effectively.
4. Observe and report maintenance issues to the Director of Facilities in a timely manner and resolve maintenance concerns either directly or by assigning staff.
5. Collaborate with the Director of Facilities on personnel decisions and conduct employee performance reviews based on job descriptions to determine the competency, knowledge, and contribution of each maintenance employee.
6. Train all Maintenance staff in OLV Charities protocols and ensure quality standards are met.
7. Listen and respond respectfully to employees' queries and requests.
8. When not providing active supervision, perform a wide variety of skilled maintenance work, taking the lead in identifying problems, planning the project or response, and making repairs.
9. Complete projects and work orders assigned via the work order program; monitor, document, and respond to work orders in the eMaintenance system.
10. Maintain buildings and grounds areas as needed and/or assigned for the purpose of providing an effective and safe working environment.
11. Maintain assigned vehicle, tools, and equipment to ensure availability in safe operating condition.
12. Identify issues and needed repairs proactively and provide timely, quality resolution; assist team members with technical issues or advanced problems.
13. Respond to maintenance situations during and after hours for the purpose of resolving immediate concerns.
14. Work cooperatively as a member of the Facilities team.
15. Perform all other related duties and functions as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

1. Extensive knowledge and skill in performing general building maintenance such as painting, carpentry, drywall, basic electrical, plumbing, remodels, and assembling/moving furniture.
2. Extensive ability to operate equipment used in the skilled trades, power and hand tools, and snow removal equipment; able to perform large-scale building maintenance projects and grounds/landscaping work.
3. Able to adhere to safe working practices and to handle hazardous materials.
4. Ability to lead, train, supervise, and coordinate the work of maintenance staff, vendors, and on-site contractors.
5. Skilled at functioning as a team lead, providing guidance and information on maintenance projects and keeping team members informed and updated on tasks and projects in a clear and timely manner.
6. Possesses strong organizational and prioritization skills and demonstrates solid, independent decision-making.
7. Able to troubleshoot and problem-solve proactively and in a timely manner; takes initiative and is responsive to potential issues and needs.
8. Proficient with Microsoft Office products (Outlook, Word, Excel) and able to enter data and receipts in the work order system via smartphone or computer.
9. Communicates effectively both verbally and in writing; interacts with others with respect and demonstrates positive interpersonal and customer service skills.
10. Able to work independently or as a member of a team, collaborating with internal, cross-functional teams and internal/external customers.
11. Skilled at providing clear, timely feedback to others and coaching for performance results
12. Ability to set and communicate expectations, assist with setting performance goals, holding direct reports accountable to outcomes
13. Ability to manage direct report(s), monitor and assess job performance
14. Skilled at interviewing and selecting talent
15. Possesses the sensitivity and ability to provide the utmost care to historic buildings in the setting of a house of worship.
16. Possesses a valid driver's license and is able to drive a company vehicle to local work sites.

EDUCATION AND EXPERIENCE

1. High School diploma or equivalency required.
2. Minimum of five years of maintenance experience required; ten or more years of skilled maintenance experience preferred, including specialized skilled-trade experience in plumbing, carpentry, painting, grounds work, drywall, and similar trades.
3. Previous experience supervising the work of others, including vendors and on-site contractors required.
4. Experience operating skilled-trade and grounds equipment such as a pay loader, snow removal equipment, lifts, and excavator preferred.
5. Valid driver's license required.
6. OSHA certification preferred.

Pay range: \$32.00-\$35.00 per hour, based on experience

Email resume and cover letter to: olv-careers@olvcharities.org

Or send cover letter with resume to:
OLV Charities
Human Resources Department
780 Ridge Road; Lackawanna, NY 14218