

Manager of Maintenance Services

Report to: Director of Maintenance Services

Job Summary:

Plan, manage, schedule and coordinate maintenance service activities for the company and the company's customers.

Primary Responsibilities:

1. Manage documentation for all maintenance customers including contracts, reports, schedules, and databases as required for customer satisfaction.
2. Manage vendor relations including contracts, accounting, and reporting.
3. Create and manage maintenance schedules and calendars.
4. Resolve vendor and/or customer inquiries.
5. Create, propose, implement and document additional services (repairs) as a result of maintenance services.
6. Prepare manpower schedules.
7. Coordinate regular communications with customers including reporting, open proposals, schedules and issues.
8. Receive and dispatch emergency call responders.
9. Maintain monitoring systems programming as appropriate for customers.
10. Prepare documentation necessary for on-site maintenance associate to understand scope of work, contacts, reporting and all other necessary information required to implement procedure.
11. Create Methods of Procedures.
12. Develop a plan to provide monitoring services to selected business clients.

Knowledge and Skill Requirements:

1. Knowledge of company policies.
2. Demonstrate proficiency in computer programs, such as Microsoft Office.
3. Organization of standard operating procedures relating to work orders, invoices, vendor and company reporting, and scheduling.
4. Technical skills to review reports from vendors and on-site maintenance associates for concerns and/or issues.
5. Ability to write summaries of reports.
6. Ability to respond to customer questions, concerns, and emergencies in appropriate level of urgency.
7. Ability to understand review and prepare maintenance contracts from company to vendors and from customers to company.
8. Ability to prepare estimates for repairs and small maintenance projects.
9. Ability to conduct meaningful meetings.
10. Strong communication skills.
11. Ability to problem solve.

Working Conditions:

The Manager of Maintenance Services will be exposed to an indoor office environment, with florescent lighting, minimal noise, and a cubicle-type working space with an occasional visit to customer sites. This position will be on call 24 x 7.