

PERSONNEL POLICIES AND PROCEDURES

EFFECTIVE December 1, 2022

JOB DESCRIPTION

MAINTENANCE MANAGER

OVERVIEW: The Maintenance Manager (MM) oversees and is responsible for the daily operations of the maintenance department of BMH recreational campground and SCR lease sites through supervision and utilization of maintenance personnel, volunteers and equipment, complying with all pertinent government regulations, SCR Rules & Regulations, and procedures. The Maintenance Manager reports to the Operations Manager (OM) and receives direction from the OM and the SCR President while maintaining communications with other ranch management and the SCR office.

QUALIFICATIONS: A general knowledge of ranch operations; to include grounds and road maintenance, carpentry, electrical and plumbing repair as well as vehicle and equipment maintenance, repairs and equipment operation is required. The Maintenance Manager must be familiar with the ranch water and well operations, the water distribution systems, septic systems and office procedures as related to these areas. The manager must also be proficient in office management, long-range planning, hospitality services, to include computer operations, staffing and working with employees and the public all while working within the set budget for each year.

Job Responsibilities:

1. Inspect the buildings, grounds, and equipment. Inform maintenance workers by writing repair orders for work that needs done. Help with repairs and training as needed.
2. Install equipment and appliances and train workers as needed.
3. Follow local and state building codes and train workers as needed.
4. Comply with all company, state, and federal safety regulations.
5. Keep a maintenance log and write shift reports.
6. Report any issues to the Operations Manager or other designated managers.

7. Respond to written repair maintenance requests from management and BMH office in a timely fashion.
8. Load and unload equipment and tools into work vehicles as needed and train workers as needed.
9. Follow written and verbal instructions from designated managers.
10. Collaborate with the maintenance team and contractors as needed.
11. Read and follow manuals, blueprints, and other written instructions.
12. Use equipment including power, hand, electric, and plumbing tools and train workers as needed.
13. Handle the physical demands of the job, including standing, bending, pulling, pushing, climbing, digging and lifting at least 50 pounds.
14. Communicate effectively, speaking multiple languages is preferred but not required.
15. Collaborate with maintenance workers, designated managers, and contractors.
16. At least one year of supervising employees and documented building maintenance, construction, plumbing, or electrician experience is required.
17. A certification in building maintenance is a plus.
18. Must have a driver's license and a clean driving record.
19. Assist in performing maintenance tasks like fixing broken furniture, changing light bulbs, inspecting faulty appliances, plumbing or equipment. Train workers as needed.
20. Verify that landscape plants are watered and trimmed. Train workers as needed.
21. Verify that workers regularly wash the windows, clean glass surfaces and train workers as needed.
22. Ensure daily that all the electrical appliances are functioning properly and train workers as needed.
23. Performing regular weekly checks on the safety systems like fire alarms, smoke detectors, fuse box, alarms, etc. and change the fire level flag as needed.
24. Inspect problem areas and ensure the necessary steps are taken to solve them and train workers as needed.
25. Regularly check and maintain the ventilators and thermostats.
26. Keep maintenance supplies stocked and maintain an inventory and database.
27. Coordinate with other workers and perform tasks to help as needed.
28. Update the operations manager or designated manager with weekly and monthly reports.
29. Assign daily task to maintenance employees and verify they are completed. Keep employee's hours within approved budget.

30. Review and approve or disapprove maintenance employee's timesheets.
31. Present a "Summary of Accomplishments and Future Goals" for maintenance twice a year (Apr. and Oct.) for the board of directors meeting.
32. Change oil and all filters on equipment per manufactures recommendation. Maintain a log for each piece of equipment with dates and times of service.
33. Respond to complaints and resolve issues of employees. Ensure employees are treated fairly and never respond with yelling, foul language, profanity or cursing. Using sexually implicit words will be treated as sexual harassment and grounds for termination.
34. Preform other duties as determined by management of BMH/SCR.