



Job Description: Maintenance Services Director
Reports to: Executive Director
Status: Exempt
Compensation: The pay range is: \$85,000 to \$110,000 plus bonus potential
Benefits include: Vacation, holiday, personal, and sick leave; medical, dental, and vision insurance; along with 401(k) program

QUALIFICATIONS:

This is a senior management position that requires the following:

- Capability in facilities operations management demonstrated by at least five years related management experience.
- Professional level knowledge that is obtained by completion of a bachelor’s degree and/or related training.
- Strong organizational and planning skills, including familiarity with, and the ability to seek, develop, and apply management and technology tools.
- A strong customer service orientation.
- Extensive project management experience.
- Budget management capability and computer literacy.
- The ability to visualize goals, inspire team members, clearly communicate with, and work closely and harmoniously with customers, regulatory agencies, contractors, suppliers, and fellow employees in an open team environment.

RESPONSIBILITIES:

- Manage a variety of key support and maintenance functions.
- Envision, plan, develop, implement, and maintain processes, procedures, and programs that will continually enhance the safety, effectiveness, and efficiency of the team and the services that we provide.
- Ensure high quality department performance and exceptional customer service.
- Provide guidance for team members, outside service providers, contractors, and public agencies that are working within, or have an impact on DC Ranch, Community Council, and Association.
- Encompass prudence, leadership, vision, and judgment in exercising authority.

DUTIES:

The Maintenance Services Director has the responsibility and authority to:

- Supervise, schedule, and provide support for all DC Ranch maintenance and landscaping staff (30 employees) with responsibilities that include interviewing, hiring, and training employees; assigning and directing work; appraising.
- Provide direct oversight over all aspects of maintenance, landscaping, and community assets within DC Ranch, which includes leadership, project management, budgeting, and supervision of a multi-disciplined and multi-trade team.
- Jointly develop goals with and lead the Landscape and Maintenance Managers teams in performing tasks to achieve such goals.

- Develop, execute, and monitor an annual operating budget of \$3.3 million (including Landscape Services, Facilities Maintenance, Fleet, and Utilities cost centers) – Code, approve, and submit invoices and payments.
- Organize and annually update a 30-year reserve study of approximately 920 assets and vehicles valued at \$63.98 million utilizing the PRA asset management system for replacement and remodeling projects,
- Plan and carry out reserve restoration and upgrade projects in keeping with Ranch Association goals and reserve study funding schedule – Types of projects include asphalt repaving and seal coating, HVAC system replacements, roof replacements, playground structure renovations, landscape enhancements, common wall painting, etc.
- Develop project budgets, create requests for proposals (RFPs) and service level agreements (SLAs), obtain bids from outside contractors, develop and execute vendor contracts, supervise projects to ensure minimum disruption to core operations, and inspect complete work for conformance to blueprints and contracts.
- Coordinate the procurement, maintenance, record keeping, and operations of a 25-vehicle fleet,
- Ensure a safe, professional, and ethical work environment.
- Ensure team members compliance with personnel policies.
- Evaluate and influence employee and contractor performance.
- Plan and develop multiple projects in parallel.
- Ensure that quality, schedule, and budget performance goals are met.
- Provide resources to ensure that we meet our first commitment to our customers.
- Resolve disputes, and discipline employees with Human Resources concurrence and within DC Ranch, Community Council, and Association policy guidelines.
- Perform other duties as necessary and/or required.

INFORMATION AND REPORTS:

- Develop, manage, and maintain information pertinent to all DC Ranch, Community Council, and Association common area and properties.
- Develop and deliver presentations.
- Respond to resident concerns.
- Work with management team on annual budget development process.

PHYSICAL REQUIREMENTS:

- Excellent mobility, including extensive walking, standing, twisting, stooping, and reaching.
- The ability to work in varied environments, including at a computer workstation for extended periods of time.
- The ability to work outdoors and in a variety of seasonal weather conditions.

OTHER JOB REQUIREMENTS:

- Possess and maintain a valid Arizona driver’s license with a clear record.
- Employee may be required to wear business attire.
- Employee may be required to work more than a 45-hour week and/or be "on call" to respond to any immediate needs of DC Ranch or its residents during off hours (weekends, evenings, holidays, etc.).

NEXT STEPS:

Interested candidates must submit a current resume, along with a detailed cover letter showing your qualifications for this excellent position. Please submit to Shannon Owsley at Shannon.owsley@dcranchinc.com.