

The Mountain Retreat and Learning Center

Job Title: Maintenance Manager

Reports to: Facilities Director

Summary/Objective: The Maintenance Manager oversees The Mountain property including all buildings, vehicles, roads, trails and utilities. This position also includes managing a staff of 2-4 people and managing small remodels to new construction. This position interacts with all departments of the organization and will also be interacting with guests to ensure a great guest experience. This person will be very hands on as well as managing the team to ensure our property is safe and well maintained.

Key Duties- detailed

Community Water System:

Serve as the staff liaison with Environmental Inc. and coordinate the process of monitoring, inspecting, sampling and lab work that they perform for The Mountain. Monitor all gauges, pumps, wells, pipes, tanks, etc. Repair and or replace as soon as trouble signs surface. Maintain each well, pump house, pressure tank and reservoir in good condition. Maintain an appropriate inventory of chemicals, spare parts, motors, fixtures, etc. in order to work as efficiently as possible. Maintain a professional relationship with all vendors, local and state agencies that regulate public water supplies. Complete all reporting requirements in a timely manner. Follow through on all recommended system upgrades. Always have a backup for critical systems, inspections, equipment and supplies.

Waste Water Treatment System:

Serve as the staff liaison with Environmental Inc. and coordinate the process of monitoring, inspecting, sampling and lab work that they perform for The Mountain. Regularly inspect and maintain all septic tanks, grease traps, lift stations and sewer lines. Schedule pump outs in a timely manner. Ensure all lines are not clogged and flowing toward the appropriate destination. Make regular inspections of the WWTP, clean sand filters on a regular basis, monitor all pumps and gauges as directed by Environmental Inc. Maintain an appropriate inventory of spare parts, motors, fixtures, etc. in order to work as efficiently as possible. Always have a backup for critical systems, inspections, equipment and supplies.

Roads and Driveways:

Maintain all surfaces in the best possible condition. Repair potholes and address drainage issues ASAP. Remove snow, hazard trees, storm debris or blow downs ASAP.

Buildings:

Inspect on a regular schedule. Be responsible for gutter cleanouts, chimney cleanings, board replacement, roof, floor, door and window repairs as necessary.

Do everything possible to eliminate any safety hazards you come across, especially slip, trip and fall hazards in and around all buildings on campus. Winterization of buildings

Mechanical Systems:

Inspect on a regular schedule. Maintain all water supply lines, drainage lines, plumbing fixtures, heating systems and electrical service in good, serviceable condition.

Outsource more involved projects to licensed electricians, plumbers and/or heating contractors as necessary to keep all mechanical systems in good working order.

Vehicles:

Manage all mandated inspections as required. Ensure the fleet is kept in good, safe operating condition. Respond promptly to all staff requests for service. Outsource repairs when appropriate to the best vendor available to get any vehicle back into service ASAP. This mandate applies to electric carts, tractors, cars and vans.

Grounds

Establish a seasonal schedule to keep the grounds in good, attractive condition. Organize the work and supervise staff and volunteers in order to complete all necessary tasks in a timely, safe and efficient manner.

Communications:

Be a good role model for proactive, timely and positive communications.

Log all maintenance requests and actions taken in binder kept in the Office.

Read and respond to e-mails, listen and respond to phone messages when on-duty.

Keep your assigned hand-held radio on and with you when on-duty.

Attend all staff meetings

Project Management

Carefully assess each structure, piece of infrastructure and/or mechanical system in terms of scope of work, cost of repair vs. replacement, level of skills required to do the work well and the time frame necessary to get the work done. Communicate and collaborate with your supervisor regarding the urgency and scale of each project. Be prepared to recommend if/when a specific project should be outsourced. Be able to select the most qualified outside resource and be prepared to supervise the work of an outside contractor.

General:

Keep all tools, equipment and parts in good condition and well-organized storage space. Purchase, organize and maintain an appropriate inventory of parts: Strive to be as frugal and environmentally-friendly as possible in keeping the right size inventory of the right products in order to work as efficiently as possible.

Organize the materials, manage the time and supervise the work of volunteers and other staff helping out in the Maintenance Department. Ensure their safety and productivity.

Respond to requests from guests and staff as quickly as possible. Do the best you can and make good judgment calls in terms of what repairs must be deferred or outsourced.

Be an engaged and positive member of The Mountain community.

Qualities necessary to be successful in this position:

Well rounded knowledge of carpentry, electrical, plumbing and mechanical skills

Be a role model, leader and team player.

Possess and demonstrate effective communications skills.

Be proficient with personal computer and Microsoft Office software.

Well organized and punctual.

Possess an eye for detail and ability to organize and then follow set procedures.

High energy level – ability to work on your feet for up to 8-hour shifts in all weather.

Be calm and composed – ability to talk with employees, guests and volunteers as well as county and state regulators in a polite, appropriate manner.

Demonstrated ability to maintain systems, fix problems and organize work for self and others, especially less-experienced staff and volunteers.

Maintain a current driver's license

Job Performance and Accountability:

All new hires must read the Employee Handbook, and sign off on an understanding of policies and procedures. Upon commencement of employment, a new hire will work under a 90-day adjustment period. The suitability of the employee to the job and his/her fit with the community standards will be carefully assessed. This is a critical period for the employee to determine their own comfort level with the job and The Mountain. After this period, upon mutual agreement, the employee will convert to regular status and become eligible for all applicable benefits. A formal, annual performance review will be conducted by your supervisor. You will be asked to fully participate in your assessment.

Supervisory Responsibilities

- Recruits, interviews, hires, and trains new staff with Executive Director approval
- Oversees the daily workflow of the department.
- Provides constructive and timely performance evaluations.
- Handles discipline and termination of employees in accordance with company policy.
- Organizes and oversees the staff schedules.
- Ensure that all staff adheres to health and safety regulations