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14300 Detroit Avenue
Lakewood, OH 44107

MAINTENANCE SUPERINTENDENT

Location: Westerly Apartments - Lakewood, Ohio

Employer: Barton Communities

Reports To: Property Administrator

Position Type: Full-Time

Salary Range: \$55,000 to \$60,000 per year, based on qualifications and experience

ABOUT BARTON COMMUNITIES

Barton Communities is a property manager and affordable housing developer serving older adults in Northeast Ohio. Barton Communities currently manages and develops a growing portfolio of more than 1,300 affordable independent-living apartment units.

Westerly Apartments is a 454-unit affordable housing community for older adults located in Lakewood, Ohio. The Maintenance Superintendent is responsible for leading the maintenance, unit-turn, custodial, grounds, and property-related contractor operations necessary to provide residents with a safe, well-maintained, responsive, and welcoming community.

POSITION SUMMARY

The Maintenance Superintendent is the working supervisor responsible for the day-to-day maintenance operations of Westerly Apartments. This is a hands-on leadership position, not a desk job. The successful candidate will spend substantial time throughout the property inspecting conditions, completing work orders, assisting technicians, troubleshooting building systems, supervising staff, coordinating contractors, and ensuring that work is completed properly and timely.

The Maintenance Superintendent directly supervises:

- Three Maintenance Technicians
- One Unit Turn Technician
- Three Custodial Technicians

The Maintenance Superintendent reports directly to the Property Administrator and works closely with the Property Administrator, leasing staff, vendors, contractors, residents, and other Barton Communities personnel.

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ESSENTIAL DUTIES AND RESPONSIBILITIES

Maintenance Operations and Work-Order Management

- Manage all maintenance work-order activity through Yardi Maintenance IQ and applicable Yardi maintenance applications.
- Review incoming service requests and assign work orders to the appropriate Maintenance Technician, Unit Turn Technician, vendor, or contractor.
- Establish daily priorities based on emergencies, resident needs, health and safety concerns, operational impact, work-order age, staff availability, and available resources.
- Personally complete work orders and assist maintenance staff with repairs, troubleshooting, preventive maintenance, inspections, and property projects.
- Monitor open, assigned, pending, and completed work orders to ensure timely and accurate completion.
- Review completed work orders for adequate documentation, labor entries, materials used, photographs, repair descriptions, and final status.
- Follow up on incomplete, recurring, or unusually complex work orders.
- Identify recurring maintenance conditions and recommend corrective actions, capital improvements, equipment replacements, or changes in preventive maintenance practices.
- Ensure residents and property management staff receive appropriate updates regarding delayed, pending, or completed maintenance work.
- Use available work-order data and reporting tools to monitor maintenance response times, completion activity, repeat calls, aging work orders, preventive maintenance, staff workload, and other operational indicators.
- Maintain accurate and timely electronic records in Yardi Maintenance IQ.

Hands-On Maintenance and Building Systems

- Function as a working superintendent who regularly performs maintenance, repair, inspection, troubleshooting, and preventive maintenance duties.
- Work on or oversee work involving HVAC equipment, boilers, circulating pumps, motors, plumbing systems, domestic water systems, sanitary systems, electrical systems, lighting, generators, elevators, automatic doors, fire alarm systems, life-safety equipment, appliances, locks, doors, windows, and other property systems.
- Determine whether work should be completed by Barton Communities staff or referred to a qualified vendor, licensed contractor, or other specialist.
- Maintain mechanical rooms, maintenance areas, shops, storage rooms, roofs, utility spaces, and equipment areas in a clean, orderly, and safe condition.

- Establish and maintain preventive maintenance schedules for building systems, equipment, appliances, common areas, and property assets.
- Maintain appropriate inspection, repair, preventive maintenance, and service records.
- Assist with emergency repairs, water events, power interruptions, equipment failures, life-safety concerns, weather-related conditions, and other urgent property needs.
- Ensure that maintenance activities are completed safely and in accordance with manufacturer recommendations, applicable codes, company procedures, and recognized maintenance practices.

Staff Supervision and Development

- Provide daily direction and supervision to three Maintenance Technicians, one Unit Turn Technician, and three Custodial Technicians.
- Develop daily and weekly work assignments based on property priorities and staff capacity.
- Monitor employee attendance, productivity, work quality, safety practices, documentation, responsiveness, and resident service.
- Provide field supervision by regularly inspecting work in progress and completed work.
- Train employees in building systems, maintenance procedures, equipment operation, work-order documentation, resident interaction, safety practices, emergency response, and the proper use of technology.
- Coordinate continuing education and job-related training for the maintenance, unit-turn, and custodial teams.
- Identify individual and team training needs and recommend appropriate classes, certifications, vendor training, or hands-on instruction.
- Conduct monthly team meetings to discuss operational priorities, property conditions, work-order performance, safety, preventive maintenance, upcoming projects, seasonal needs, and staff training.
- Participate in employee onboarding, coaching, performance evaluations, corrective action, and other personnel processes in coordination with the Property Administrator and Human Resources.
- Promote teamwork, accountability, respectful communication, professionalism, and consistent resident service.
- Establish clear expectations and hold employees accountable for completing assigned responsibilities.
- Ensure adequate staffing and coverage for normal operations, vacations, absences, weather events, emergencies, and on-call responsibilities.

Technology and Tablet Management

- Use technology whenever practical to improve maintenance efficiency, accountability, documentation, communication, and resident service.
- Serve as the on-site leader for the use of Yardi Maintenance IQ, Yardi maintenance applications, technician tablets, mobile devices, electronic inspection tools, photographs, and other available technology.
- Ensure that all technicians use assigned tablets and Yardi maintenance applications to receive, document, update, and complete work orders.
- Manage the issuance, daily use, protection, charging, maintenance, tracking, and return of tablets and related equipment assigned to maintenance personnel.
- Ensure employees promptly report lost, damaged, nonfunctioning, or improperly operating tablets and equipment.
- Monitor compliance with company requirements governing device security, passwords, software use, photographs, resident information, and acceptable technology use.
- Coordinate basic troubleshooting and communicate technology or equipment problems to the appropriate support personnel.
- Train staff to use available technology accurately and consistently rather than relying on paper records or undocumented verbal communication.

Unit Turns and Inspections

- Supervise the Unit Turn Technician and coordinate all apartment turnover activities with the leasing team.
- Inspect vacated apartments and develop a complete scope of work for each unit turn.
- Assign unit-turn work to internal staff and outside vendors based on workload, skills, schedule, and cost.
- Coordinate cleaning, painting, flooring, appliance work, carpentry, plumbing, electrical, pest-control, and other turnover needs.
- Ensure move-out inspections, photographs, damage documentation, work orders, material use, and completed repairs are properly recorded.
- Establish and monitor unit-turn schedules in coordination with the Property Administrator and leasing staff.
- Inspect completed apartments to confirm that work is complete, systems are operational, the apartment is clean, and the unit is ready for occupancy.
- Assist the Unit Turn Technician and maintenance staff with turnover work when necessary to meet operational deadlines.

- Support property inspections (OHFA, OCCH, Municipal) and ensure identified deficiencies are assigned, corrected, documented, and closed.

On-Call and Emergency Response

- Manage the maintenance on-call rotation and participate as a regular member of the on-call rotation.
- Develop and distribute on-call schedules that provide appropriate emergency coverage.
- Ensure on-call employees understand emergency-response expectations, escalation procedures, documentation requirements, and available vendor resources.
- Respond to after-hours maintenance emergencies when assigned to on-call duty.
- Remain available to provide supervisory assistance and direction for significant emergencies or unusual property conditions.
- Review after-hours service calls and confirm that required follow-up work is assigned and completed.
- Ensure emergency work and related communications are appropriately documented in Yardi Maintenance IQ.
- Coordinate response to severe weather, snow and ice events, utility interruptions, flooding, mechanical failures, building-access problems, and other urgent conditions.

Grounds, Landscaping, and Parking Areas

- Manage the year-round, 365-day internal maintenance of the property grounds, landscaping, sidewalks, drives, and parking areas.
- Coordinate and participate in snow removal, salting, ice control, storm preparation, and weather-related property response.
- Ensure sidewalks, entrances, ramps, emergency exits, drives, and other designated areas are maintained in a safe and accessible condition.
- Coordinate and participate in lawn care, grass cutting, trimming, edging, weed control, leaf removal, debris removal, watering, flower planting, and maintenance of flower beds and landscaped areas.
- Establish seasonal grounds and landscaping schedules.
- Monitor the parking lot, sidewalks, curbs, drainage areas, signs, exterior lighting, fencing, dumpsters, compactors, and exterior property conditions.
- Coordinate repairs or contractor services when work exceeds the capacity, equipment, licensing, or expertise of the internal staff.
- Ensure grounds equipment, snow equipment, landscaping tools, and related materials are maintained and ready for use.

Custodial Operations

- Supervise the three-person Custodial Technician team.
- Establish cleaning schedules and quality standards for lobbies, hallways, elevators, stairwells, offices, restrooms, community rooms, activity areas, trash rooms, compactor areas, mechanical areas, and other common spaces.
- Conduct regular inspections to ensure common areas are clean, sanitary, properly supplied, and presentable.
- Coordinate custodial assignments with maintenance activities, resident events, unit turns, inspections, emergencies, and seasonal demands.
- Ensure custodial supplies and equipment are properly ordered, stored, used, and maintained.
- Provide hands-on assistance with custodial, cleanup, weather-related, or property-related duties when operational conditions require it.

Vendors, Contractors, and Bidding

- Establish and maintain effective working relationships with vendors, contractors, service providers, inspectors, and suppliers.
- Obtain proposals and bids for maintenance services, repairs, equipment, supplies, and property projects.
- Prepare or coordinate scopes of work that clearly describe the requested service, specifications, responsibilities, schedule, and expected results.
- Manage competitive bid processes in accordance with Barton Communities policies and approval requirements.
- Review proposals for responsiveness, pricing, qualifications, insurance, licensing, schedule, warranty, and overall value.
- Make vendor and contractor recommendations to the Property Administrator.
- Schedule contractors, coordinate access, communicate property requirements, and monitor work while contractors are on the property.
- Verify that contracted work has been completed satisfactorily before recommending invoice approval.
- Maintain appropriate vendor records, service documentation, warranties, proposals, bids, contracts, and project information.
- Address service deficiencies, incomplete work, schedule concerns, safety problems, or other contractor performance issues promptly.
- Coordinate emergency vendor services when internal staff cannot safely or effectively complete the required work.

Tools, Equipment, Materials, and Inventory

- Order and maintain the tools, equipment, parts, materials, and supplies necessary for maintenance, custodial, unit-turn, landscaping, and snow-removal operations.
- Maintain reasonable inventory levels while avoiding unnecessary purchases, duplication, waste, or shortages.
- Track company-owned tools and equipment assigned to employees.
- Ensure tools and equipment are properly stored, maintained, inspected, and used safely.
- Remove damaged or unsafe tools and equipment from service.
- Verify deliveries and confirm the receipt of goods and services.
- Review invoices, packing slips, purchase orders, and supporting documentation for accuracy.
- Research product options and obtain competitive pricing when appropriate.
- Coordinate major purchases with the Property Administrator and follow company purchasing and approval procedures.
- Promote responsible use of property resources and compliance with the approved operating budget.

Communication and Administration

- Meet with the Property Administrator weekly to review:
 - Open and aging work orders
 - Emergency and resident-related maintenance concerns
 - Staffing and scheduling
 - On-call activity
 - Unit turns
 - Preventive maintenance
 - Building-system conditions
 - Grounds and seasonal priorities
 - Vendor and contractor activity
 - Bids and upcoming projects
 - Tools, equipment, and material needs
 - Budget considerations
 - Safety matters
 - Training needs
- Immediately report serious building conditions, resident safety concerns, property damage, equipment failures, code issues, environmental conditions, significant water events, and other material concerns to the Property Administrator.

- Maintain clear, professional communication with residents, employees, management, contractors, and vendors.
- Protect resident privacy and confidential property information.
- Participate in management meetings, inspections, emergency planning, budgeting, capital planning, and other property-management activities as assigned.
- Prepare maintenance reports and other records requested by the Property Administrator or Barton Communities management.

Safety, Compliance, and Resident Service

- Establish and maintain safe work practices for employees, residents, contractors, and visitors.
- Ensure employees use required personal protective equipment and follow applicable safety procedures.
- Maintain current Safety Data Sheets and appropriate records for chemicals and controlled products used by the department.
- Participate in safety meetings, emergency drills, incident reviews, and corrective-action planning.
- Promptly report workplace injuries, property damage, unsafe conditions, environmental concerns, and resident incidents.
- Support compliance with fair housing requirements, reasonable accommodation procedures, accessibility requirements, property policies, and resident-notification procedures.
- Treat residents, visitors, employees, vendors, and contractors with professionalism, patience, dignity, and respect.
- Recognize that Westerly Apartments serves older adults and ensure that maintenance activities are conducted with appropriate communication, courtesy, sensitivity, and attention to resident safety.
- Provide reasonable notice before entering apartments except when emergency conditions permit immediate access.
- Maintain professional boundaries and avoid discussing confidential resident, employee, or property information.

REQUIRED QUALIFICATIONS

- High school diploma or equivalent.
- Previous supervisory experience in apartment maintenance, facilities maintenance, building operations, construction, or a closely related field.
- Demonstrated hands-on experience servicing and maintaining multifamily building mechanical systems.

- Working knowledge of HVAC, plumbing, electrical, mechanical, appliance, carpentry, painting, and general building repair.
- Ability and willingness to personally complete work orders and assist employees with maintenance, custodial, unit-turn, landscaping, snow-removal, and emergency duties.
- Experience assigning work, establishing priorities, supervising employees, inspecting completed work, and holding staff accountable.
- Ability to manage multiple employees, work orders, vendors, projects, emergencies, and deadlines simultaneously.
- Ability to use tablets, mobile applications, email, electronic work-order systems, photographs, and other technology required for the position.
- Strong written, verbal, organizational, problem-solving, and interpersonal skills.
- Ability to communicate professionally with older adult residents, employees, contractors, vendors, and management.
- Ability to participate in an on-call rotation and respond to emergencies outside normal business hours.
- Ability to work outdoors throughout the year in varying weather conditions.
- Valid driver's license and reliable transportation for job-related responsibilities.
- Ability to pass all employment-related screening required by Barton Communities.

PREFERRED QUALIFICATIONS

- Experience with Yardi Maintenance IQ, Yardi Voyager, or comparable property-management and maintenance software.
- Experience supervising maintenance, custodial, grounds, or unit-turn employees at a large multifamily property.
- Experience working in affordable housing, senior housing, or older adult independent-living communities.
- Experience managing preventive maintenance programs.
- Experience preparing scopes of work, obtaining bids, evaluating proposals, and supervising contractors.
- Relevant HVAC, electrical, plumbing, pool, boiler, refrigerant, maintenance, safety, or facilities-related certifications.
- Familiarity with housing inspection standards, life-safety requirements, accessibility considerations, and multifamily property operations.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

This position requires regular hands-on work throughout apartments, common areas, mechanical rooms, maintenance shops, roofs, grounds, parking areas, and other portions of the property. The employee must be able to:



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- Frequently stand, walk, climb stairs, bend, stoop, kneel, crouch, reach, push, pull, and use hand and power tools.
- Safely climb and work from ladders.
- Work in confined, elevated, mechanical, dusty, wet, hot, cold, or otherwise challenging environments.
- Work indoors and outdoors during all seasons and weather conditions.
- Safely lift and carry tools, materials, equipment, appliances, and maintenance supplies consistent with the essential functions of the position, with reasonable accommodation when required.
- Respond promptly to urgent building, grounds, snow, ice, or emergency conditions.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.

SCHEDULE AND AVAILABILITY

This is a full-time position. The Maintenance Superintendent must be available during the property's established business hours and must also:

- Participate in the maintenance on-call rotation.
- Respond to emergency conditions during evenings, weekends, and holidays when assigned or when supervisory assistance is required.
- Assist with snow, ice, storm, utility, and other weather-related events as needed.
- Adjust working hours when operational conditions, inspections, projects, unit turns, or emergency situations require additional coverage.

COMPENSATION AND BENEFITS

The annual salary range for this position is \$55,000 to \$60,000, based on qualifications and experience.

Barton Communities offers eligible employees a competitive benefits package that includes:

- Health care benefits
- Retirement benefits
- Performance-based bonus objectives
- Paid time off and company-recognized holidays
- Training and continuing-education opportunities
- Additional benefits provided under applicable Barton Communities benefit plans

All benefits are subject to eligibility requirements and the terms of the applicable benefit plans and company policies.

EQUAL EMPLOYMENT OPPORTUNITY

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Barton Communities is an equal opportunity employer. Employment decisions are made without unlawful discrimination and are based on job-related qualifications, experience, performance, and organizational needs.

OTHER DUTIES

This job description identifies the primary responsibilities of the Maintenance Superintendent position but is not intended to contain a complete listing of every duty. The employee may be assigned other maintenance, supervisory, safety, operational, emergency, or property-related responsibilities consistent with the position and the needs of Westerly Apartments.

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