



**Job Title:** Maintenance Director

**Department:** Maintenance

**Reports To:** Assistant Director

**Directly Supervises:** Maintenance Technicians; Seasonal/Temporary Maintenance Technician

**FLSA Status:** Exempt, salaried

**Work Schedule:** Full-time

**Location:** Flexible – Office/ISL locations, varying due to needs

**On-Call Requirement:** Yes – for emergency maintenance response only

### **Position Summary**

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The Maintenance Director is responsible for the leadership, oversight, and execution of all maintenance operations for Abilities, LLC. This role oversees preventive maintenance, repairs, emergency response, groundskeeping, fleet management, inventory control, contractor coordination, and compliance-related maintenance documentation across all Individual Supported Living (ISL) homes, the agency office, vehicles, and storage facilities.

The Maintenance Director provides day-to-day leadership to the Maintenance Department, ensures work is completed safely and correctly, prioritizes maintenance needs using a tiered support approach, and maintains audit-ready environments that protect health, safety, dignity, and continuity of services. This role carries significant responsibility for agency assets, safety systems, emergency preparedness, and regulatory readiness.

### **Position Purpose**

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The Maintenance Director role exists to ensure that all Abilities, LLC environments are safe, functional, compliant, and well-maintained so individuals supported can live with dignity and stability, and staff can perform their work safely and effectively. By leading proactive maintenance, responding decisively to emergencies, and maintaining strong systems for documentation and accountability, the Maintenance Director protects people, property, and the agency's ability to deliver uninterrupted services.

### **Qualifications & Requirements**

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The Maintenance Director must be physically capable of performing and overseeing maintenance work in real-world environments. While this is a leadership role, the Maintenance Director is expected to be physically able to respond to emergencies, assess conditions in person, and perform hands-on work when necessary.

This role requires the ability to:

- Lift and carry up to 50 pounds independently
- Team-lift heavier items as required
- Push, pull, drag, and maneuver equipment, materials, and furnishings
- Kneel, stoop, crouch, bend, twist, and reach

- Work on hands and knees and in awkward positions
- Enter crawl spaces, attics, mechanical rooms, and other confined or restricted spaces
- Work under sinks, behind appliances, and within tight clearances
- Climb ladders and work at height in accordance with agency ladder safety requirements
- Stand and walk for extended periods
- Perform physical activity for sustained periods throughout the workday
- Work outdoors in varying weather conditions, including heat, cold, rain, snow, and ice
- Operate vehicles, tools, and equipment safely

The Maintenance Director must be physically able to assess safety risks firsthand and must not rely exclusively on others to evaluate hazardous or physically demanding conditions.

### **Driving, Hauling, & Trailer Operation Requirements**

The Maintenance Director is required to operate agency vehicles as part of routine operations and emergency response. This role also requires competence in hauling, towing, and transport activities.

The Maintenance Director must be able to:

- Maintain a valid driver's license and acceptable driving record
- Drive agency vehicles safely and professionally in residential, urban, and rural environments
- Respond to emergency maintenance calls requiring immediate travel
- Attach, disconnect, and inspect trailers
- Tow trailers safely and confidently, including backing and maneuvering in tight or residential spaces
- Load, secure, transport, and unload materials, tools, equipment, furniture, and supplies
- Ensure loads are properly balanced and secured prior to transport
- Follow all agency vehicle, trailer, and safety policies
- Report accidents, damage, or safety concerns immediately in accordance with policy

Driving and trailer operation are not occasional duties; they are an expected and ongoing component of the role.

### **Tools, Equipment, & Mechanical Knowledge Requirements**

The Maintenance Director must possess strong mechanical aptitude and a broad working knowledge of maintenance tools, equipment, and systems. While the Maintenance Director may delegate hands-on work, they must understand how work is performed in order to supervise, evaluate quality, ensure safety, and make informed decisions.

The Maintenance Director is expected to have working knowledge of:

- Common hand and power tools and their safe use
- Ladders and ladder safety requirements
- Groundskeeping and seasonal equipment
- Basic carpentry principles
- Basic plumbing systems and shut-offs
- Basic electrical systems, limitations, and safety boundaries
- HVAC systems, filters, airflow, and warning indicators
- Appliances and common failure points
- Vehicle and trailer safety basics
- Recognizing signs of mechanical failure, wear, or unsafe conditions

The Maintenance Director must be able to distinguish between work that can be safely completed by Maintenance staff and work that must be escalated to licensed professionals or contractors. Mechanical judgment, risk awareness, and the ability to identify when conditions exceed safe scope are essential to success in this role.

### **Role Authority & Scope**

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The Maintenance Director is a department leader with supervisory and operational authority over maintenance functions. The Maintenance Director has authority to:

- Direct, assign, and prioritize work for Maintenance Technicians
- Approve or deny maintenance work methods within policy and safety standards
- Approve Maintenance Technician purchases up to \$500 per transaction
- Coordinate emergency responses and after-hours maintenance support
- Train and authorize staff on equipment use and safety procedures
- Recommend disciplinary action, corrective coaching, or retraining for maintenance staff
- Design and manage internal maintenance tracking systems

The Maintenance Director does not have authority to:

- Approve purchases exceeding established limits without required approval
- Override agency financial, HR, or safety policies
- Make unilateral changes to agency-wide policy
- Commit agency funds outside approved processes

Concerns outside the Maintenance Director's authority must be escalated through the established leadership structure.

### **Escalation Pathway**

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The Maintenance Director is responsible for escalating concerns promptly and appropriately. Concerns should be escalated in the following order:

## Maintenance Director → Assistant Director → Executive Director

Immediate escalation is required for:

- Serious safety hazards or life-safety failures
- Catastrophic ISL damage
- Utility outages impacting services
- Vehicle accidents
- Regulatory or audit-related risks
- Situations requiring significant financial commitment
- Ethical concerns or policy violations

Failure to escalate known concerns is considered a performance issue.

### **Core Responsibilities**

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#### **Department Leadership & Supervision**

The Maintenance Director leads and oversees all Maintenance Department personnel and operations. This includes:

- Supervising Maintenance Technicians and seasonal staff
- Assigning, prioritizing, and monitoring daily and long-term maintenance work
- Providing coaching, training, and performance feedback
- Ensuring staff follow safety standards, policies, and procedures
- Supporting onboarding and training of new maintenance staff

Leadership responsibilities must be carried out professionally, consistently, and in alignment with agency values and Tiered Support principles.

#### **Maintenance Operations & Work Order Management**

The Maintenance Director is responsible for ensuring all maintenance work is properly tracked, completed, and documented. This includes:

- Reviewing and prioritizing work orders submitted through Monday.com
- Assigning work based on urgency, risk, and impact
- Monitoring progress and ensuring timely completion
- Communicating delays, escalations, or constraints to leadership
- Verifying work quality before marking work orders complete

Maintenance operations must support safety, dignity, and uninterrupted services.

#### **Preventive Maintenance & Asset Protection**

The Maintenance Director ensures proactive preventive maintenance across all agency properties. This includes:

- Scheduling and overseeing required preventive maintenance tasks
- Ensuring HVAC filters, smoke detectors, and fire extinguishers are maintained and documented
- Preventing deferred maintenance that could create safety or compliance risks
- Protecting agency assets through proper upkeep and monitoring

Preventive maintenance must be completed consistently and documented accurately.

### **Emergency & After-Hours Response**

The Maintenance Director is responsible for coordinating and responding to maintenance emergencies. This includes:

- Responding to after-hours emergencies as defined by policy
- Directing emergency repairs and stabilization efforts
- Coordinating snow removal, ice management, and severe weather response
- Ensuring emergency situations are documented and resolved appropriately

Emergency response must prioritize safety, accessibility, and continuity of services.

### **Financial Oversight & Purchasing Compliance**

The Maintenance Director oversees maintenance-related purchasing and spending. This includes:

- Monitoring PEX card usage
- Approving technician purchases within limits
- Ensuring receipts, invoices, and bids are retained and entered into ledgers
- Coordinating with the Finance Director for additional funds or approvals
- Ensuring competitive bidding requirements are followed

Financial oversight must meet agency policy and audit standards.

### **Contractor & Vendor Coordination**

The Maintenance Director manages contractor use and vendor relationships. This includes:

- Obtaining and reviewing competitive bids
- Ensuring contractors are approved and documented
- Coordinating contractor access to properties
- Verifying work completion and quality

All contractor use must follow policy and approval requirements.

### **Fleet Management & Vehicle Safety**

The Maintenance Director oversees agency vehicle maintenance and safety. This includes:

- Maintaining fleet records
- Ensuring vehicles receive routine maintenance

- Supporting inspections and registration compliance
- Ensuring vehicles are equipped with required safety equipment

Vehicles must remain safe, reliable, and operational.

### **Inventory, Tools, & Storage Oversight**

The Maintenance Director is responsible for inventory accuracy and storage management. This includes:

- Ensuring all non-disposable items \$20 or more are inventoried
- Overseeing annual physical inventory reviews
- Managing storage areas for organization and safety
- Ensuring proper labeling and tracking of tools and equipment

Inventory systems must be accurate and audit-ready.

### **Emergency Preparedness & Safety Systems**

The Maintenance Director ensures emergency readiness across all locations. This includes:

- Creating and maintaining evacuation plans
- Posting and labeling safety infrastructure
- Maintaining emergency kits and supplies
- Ensuring annual inspections and restocking occur

Emergency systems must remain current, visible, and functional.

### **Compliance, Documentation, & Audit Readiness**

The Maintenance Director ensures maintenance-related compliance and audit readiness. This includes:

- Maintaining accurate documentation throughout the year
- Coordinating with the Quality Assurance Professional for compliance systems
- Preparing facilities for biennial audits
- Preventing last-minute corrective work through ongoing readiness

Compliance is an ongoing responsibility.

### **Policy Review & Continuous Improvement**

The Maintenance Director is responsible for reviewing and improving maintenance policies and procedures. This includes:

- Conducting annual review of the Maintenance Department Operations & Standards Manual
- Submitting recommended additions or revisions to the Executive Director by the required deadline

- Identifying operational inefficiencies, safety risks, or compliance gaps
- Implementing approved improvements and training staff on updates

### **Succession Planning & Lead Technician Development**

The Maintenance Director is responsible for developing and maintaining succession readiness within the Maintenance Department to ensure continuity of operations, safety, and leadership coverage.

This includes:

- Identifying at least one qualified Maintenance Technician to serve as a Lead Technician in training
- Providing progressive leadership coaching, skill development, and increased responsibility to prepare the Lead Technician for higher-level duties
- Training the Lead Technician on work order prioritization, safety oversight, documentation standards, inventory systems, and emergency response coordination
- Delegating limited leadership tasks under supervision to assess readiness and competence
- Ensuring succession training does not compromise safety, compliance, or quality of work
- Maintaining clear documentation of training progress and readiness

The Maintenance Director retains full accountability and authority during succession training. Lead Technicians in training do not assume supervisory authority unless explicitly authorized and approved by the Executive Director.

Succession planning is an ongoing responsibility and is required to protect operational stability and emergency response capability.

### **Our Values & Ethical Expectations**

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Abilities, LLC values Integrity, Community, and Empathy. As a department leader, the Maintenance Director is expected to model and enforce these values in all aspects of the role.

**Integrity:** The Maintenance Director is expected to ensure work is completed correctly, documented honestly, and that agency funds, vehicles, tools, and equipment are used responsibly. Safety issues, errors, or damage must be reported promptly.

**Community:** The Maintenance Director must recognize that maintenance work supports people's homes and lives. This includes respectful communication, coordination with other departments, and minimizing disruption to individuals supported.



**Empathy:** The Maintenance Director is expected to approach maintenance needs with awareness of how environments impact emotional and physical well-being, providing leadership that is firm, fair, and supportive.

**Signature**

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By signing below, the employee acknowledges that they have received, read, and understand this job description. The employee understands that the duties, responsibilities, and expectations outlined in this document are a condition of employment and agrees to perform the role in accordance with agency policies, procedures, training, and applicable laws.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Human Resources Manager: \_\_\_\_\_ Date: \_\_\_\_\_