

## **Multi-Family Regional Maintenance Director**

*This position is responsible for overseeing the maintenance operations for the entire multifamily portfolio. This includes overseeing all capital improvements, annual budget preparation, project planning, and ensuring that the maintenance team is properly trained. The Regional Maintenance Director provides input and feedback to the development and construction teams as well as identifying areas that can improve our effectiveness and service to our residents.*

### **Key Responsibilities:**

- Overseeing all capital expenditure plans for entire portfolio, including but not limited to: outlining 1, 3, 5 and 10 year forecasts for each site, bidding and oversight of each project, supervising and directing outside contractors, providing regular updates on project completions and budget reforecasts
- Negotiating contracts and establishing companywide pricing with large vendors (i.e. carpet, vinyl, paint, lighting, appliances etc.)
- Inspecting each property on a regular basis to ensure each site is meeting Billingsley's Standards of Excellence, including quarterly and annual walk-around to inspect landscaping and review future capital needs
- Outlining maintenance procedures and protocols for all on site teams, establishing policies, procedures and guidelines to be used throughout the company and identifying and implementing procedures to enhance operational efficiencies
- Designing and implementing a training program for the maintenance teams (including, but not limited to: identifying annual training courses, establishing new hire orientation, monthly safety and emergency preparedness training, etc)
- Analysis of service requests on a regular basis to identify areas for improvement, such as identifying software programs or IT enhancements that will enable the maintenance team to work more efficiently and effectively
- Working with on-site Service Managers to troubleshoot major problems
- Creation and implementation of an annual preventive maintenance program
- Establish Standards of Excellence for the maintenance team (i.e. outlining annual, quarterly and monthly maintenance goals)
- Actively participating in each new multifamily developments which may include participation in design meetings, weekly construction meetings and identifying product or design pros and cons
- Overseeing acceptance of new units from construction on each new development (maintaining unit walk checklists and punch lists, interior and exterior walks, warranty walks and setting up maintenance operations for each new property)
- Identifying new trends and products, via meetings with vendors, contractors and shopping competitors, in the market that would enhance our operations

### **Requirements:**

- 10+ years multi-family property maintenance experience
- 5+ years multi-family property maintenance management experience preferred
- Bachelor's degree and/or CAMT certification preferred but not required.
- Required maintenance certifications (EPA refrigerant certification, CPO)
- Proficiency with Yardi, MS Office and mobile applications
- Self-motivated, results driven with the ability to manage multiple projects
- Strong customer service orientation
- Excellent organizational, communication and negotiating skills
- Strong motivator with proven effectiveness at managing people
- Strong financial background with experience in bidding jobs and managing budgets

**Benefits:**

- Competitive Salary
- NO TRAVEL, all properties located in the DFW area
- Medical, Dental and Vision insurance available
- 401(k) with generous company match

**About Billingsley Company:**

Founded in 1978 by Lucy and Henry Billingsley, the organization expertly builds, owns and manages its properties, ensuring long-term client, resident and partner return.

Specializing in master-planned developments and principles of new urbanism, each Billingsley property signifies technology, convenience and a vast array of amenities aimed to attract and retain tenants, residents, visitors and employees. These amenities include art, sculpture, parks, trails and outdoor public spaces.

Delivering smart design integrated with artistic works and natural spaces, Billingsley Company's developments are life-enhancing communities in which to work, live, play, shop and dine.

Combining its relationships in the local market with its expertise in development, Billingsley Company provides expanded opportunities for its business partners. From raw land to fully developed communities, Billingsley Company is engaged in each step of the process. We own, design, finance, lease and manage for the future success of our investments and the future success of our tenants. Our decisions in design, finance and construction are grounded in doing what is right for the long term.