

SERVICE OPERATIONS MANAGER

TITLE: Service Operations Manager
DEPARTMENT: Property Management/Field
REPORTS TO: Property Manager
FLSA STATUS: Exempt

JOB SUMMARY

The Service Operations Manager is responsible for supporting the market by effectively managing all aspects of Maintenance, Turns, and Renovations for occupied and unoccupied homes. Motivates, supervises and develops employees.

ESSENTIAL JOB FUNCTIONS

- Oversee all Maintenance, Turn, and Renovation activities in assigned market and supports the Property Management team with respect to the spend associated with the physical improvement of homes in the market.
- Provide day-to-day supervision of Field Project Managers, Service Technicians and supporting Maintenance CSR's.
- Ensure Field Project Managers are appropriately and efficiently scheduled and processing home deliveries, including vendor management, move-out inspections, turn completions, and quality control, across large geographic areas.
- Ensure Service Technicians are appropriately and efficiently scheduled for processing work order completion across large geographic areas.
- Coach, train and motivate Field Project Managers, Service Technicians and Maintenance CSR's.
- Serve as a resource for Property Management teams that are managing homes and tracking service requests and maintenance work performed.
- Liaise with property and senior management staff to develop an effective, proactive team which works together to achieve property objectives.
- Recommend, negotiate and advise management on repairs in order to acquire approvals and provide clarity to the residents.
- Validate billings and payments and, when necessary, provide justification for expenses to owners, residents, office staff, management, vendors and associates.
- Manage interview and hiring process for maintenance staff. Train maintenance staff.
- Develop and implement preventive maintenance programs based on regional needs.
- Ensure collaboration between the Rehab/Turns and Maintenance teams needed for the region to meet or exceed all national goals related to Rehab, Turns & Maintenance.
- Provide reporting as required by National and Regional leadership.
- Manage Maintenance Platform, including operational software resources and reports and ensures that office staff are updating all systems properly and service request are being completed timely and efficiently.
- Interact with regional management as needed to ensure escalated issues are handled appropriately.
- Provide appropriate value-add decisions for each individual property and ensures that properties are improved to the appropriate level for the market based on direction from Asset Management.
- Train the Field Project Managers to ensure they produce budgets that are consistent with the quality and pricing standards for the market.
- Review and finalize all turn and rehab budgets prepared by the Field Project Managers to review change orders to ensure consistency of pricing and necessity of work.
- Report any variance between underwriting and rehab budgets to chain of command.
- Provide supporting data to allow Asset Management to make informed decisions for additional spend on specific properties.

- Coordinate efficient scheduling of technicians based on location, skills and capacity to ensure overtime is minimized and productivity is maximized.
- Handle quality control, investigate complaints and ensure highest levels of customer service.

SKILLS AND ABILITIES

- Must be able to work well under pressure.
- Possess strong communication and problem solving skills.
- Excellent organizational skills.
- Strong communication skills both verbal and written.
- Ability to write clear and concise correspondence.
- Work collaboratively with team members.

MINIMUM QUALIFICATIONS

- High school or GED.
- 6+ years of senior level management experience in residential (single or multifamily) property maintenance, other building maintenance, construction or related trade is required.
- Must have a strong network of local superintendents, construction managers, service technicians, vendors and general contractors that can be incorporated into the platform immediately.

PREFERRED QUALIFICATIONS

- Large scale residential (single or multifamily) renovation experience is preferred.

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical Requirements: This position will spend long hours sitting and using office equipment and computers which can cause muscle strain. The position may also have to do some light lifting of supplies and materials from time to time, up to and including 20 lbs. The position requires talking, expressing or exchanging ideas by means of the spoken and written word to impart information to clients or to the public, and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.

Environmental Conditions: The office may be a busy facility. This position may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of residents, clients and contractors. The incumbent in this position may find the environment to be busy, noisy and will need excellent organizational, time, and stress management skills to complete the required tasks.

Sensory Demands: Sensory demands include use of the computer, which may cause eyestrain and occasional headaches along with hand / wrist strains from using computer keyboard and mouse. The office may be noisy and busy making it difficult to concentrate.

Mental Demands: This position will have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

Vision: See in the normal visual range, with correction if needed.

Hearing: Hear in the normal audio range, with correction if needed.

PHYSICAL REQUIREMENTS:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical:

- Lifting, carrying, pushing, and/or pulling; climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling.
- Requires good manual dexterity (hand, hand with arm, two hands) and multi-limb coordination.
- Must be able to lift, push, pull or carry objects weighing up to 50 pounds, use abdominal and lower back muscles to provide support over time without fatigue.
- Ability to lift heavy objects with assistance (i.e. AC Units, Appliances), walk and stand for long periods of time and perform strenuous physical labor under adverse field/weather conditions.
- Ability to operate assigned equipment and vehicles.
- Ability to verbally communicate to exchange information.

Environment:

- Indoor and outdoor field environment; travel from site to site; exposure to noise, dust, grease, smoke, fumes, solvents, toxic agents,/chemicals, gases, electrical currents, and all types of weather and temperature conditions; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain.

Vision:

- See in the normal visual range, with correction if needed.

Hearing:

- Hear in the normal audio range with correction if needed.

This Job Description represents the basic qualifications for the position. It is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee. You may be asked to perform or assist with other instructions and duties. You will be evaluated, in part, based on your performance of the tasks listed in this job description. Job Descriptions may be revised at any time, at the sole discretion of Colony Starwood Homes.