



## **Site Superintendent**

**Reports to: Director of Facilities for Maintenance**

**Property Manager for Tenant/Administrative**

### **General Description of Responsibilities**

The Site Superintendent is responsible for performing/assisting in maintenance performed in all apartments, common areas, grounds, and additional structures at the apartment communities. He/she is the on-site link between Residents and Berkshire Housing Services, Inc. (BHSI) with regards to maintenance problems, tenant behavior and in general any problems which affect the efficient management of the apartment community and the comfort, welfare, and safety of the Residents. It is important that the Site Superintendent hold a neutral position when there is involvement with Resident conflict.

### **Specific Tasks and Duties**

#### ***Clerical***

- Familiarize themselves with and be conversant in all policies and procedures (Site Binder)
- Maintain Filing system set up by BHSI
- Daily Resman work orders, purchase orders, make ready board
- Complete weekly/monthly reports (weekly property report, etc)
- Scanning documents according to the Correspondence chart (move in/out, vacancy recondition logs, Notice to Vacate, incident reports, etc.)
- Update Emergency binder, Master Resident list (emailed to PM after completion), Foyer list as needed
- Distribute flyers and other materials to residents as requested
- Check email/voice mails 3 times daily, respond as necessary
- Complete all training as necessary (Grace Hill)
- Attend required all staff meetings

#### ***Interior Maintenance***

- Perform annual inspections of units
- Perform/assist in preparation of apartments for new residents by cleaning appliances, vacuuming/cleaning/shampooing of carpets and floors, cleaning of bathrooms and kitchens, assist in prepping and painting.
- Clean all common area hallways, stairwells, bathrooms, community rooms, trash rooms, walls, windows, laundry rooms and kitchens
- Trash/recyclable removal
- Respond to emergencies



Berkshire  
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- Be familiar with all emergency operating systems and their maintenance
- Know operational aspects of all physical operating components and how they work; know property vendor to call for repairs (Director of Facilities to be notified prior)
- Assist in/schedule maintenance issues

#### ***Exterior Maintenance***

- Walk the grounds daily making sure that all litter is disposed of and check for property damage and any safety hazards
- Wash/sweep down building where accessible to remove spider webs and bugs
- Check for property exterior lighting
- Snow removal including maintaining sidewalks by snow blowing, shoveling, sanding, salting and remaining on site until cleanup is complete
- Plant, weed, water all flower beds and plant hangers
- Mow/weed whack lawns

#### ***Tenant/Management related issues***

- Show apartments to interested applicants
- Handle Resident complaints as directed by BHSI policy. All Resident complaints must be held in **strict confidence**.
- Complete move ins/outs of Residents
- Monitor the presence of outside contractors
- Purchase supplies as directed by BHSI
- Filing of inspection sheets, work order and purchase orders

This job description is not meant to be all inclusive. It is expected you will perform any and all tasks normally associated with a job of this type. You are responsible for the condition of the property overall. Berkshire Housing Site Superintendents are cross trained and move around to properties under their portfolio within Berkshire County. They are not necessarily stationed at one site all the time.

#### **Weekly Schedule:**

40 hours/week (Mon – Fri, 8:00 AM – 4:30 PM with ½ hour lunch), including on-call rotational weekly hours as scheduled.

**Please be aware that this job description does not constitute a contract of employment. BHSI reserves its right to exercise its employment-at-will rights at any time.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date