

**LESTER SENIOR HOUSING  
JOB DESCRIPTION – ANNUAL EVALUATION  
AND COMPETENCY  
Superintendent**

**EMPLOYEE NAME** \_\_\_\_\_

**Department:** Facilities Department

**Position Title:** Superintendent

**Reports to:** Administrator/ Site Manager/ Facility Manager

**New Hire** \_\_\_\_\_ **Annual** \_\_\_\_\_ **Re-Evaluation** \_\_\_\_\_

**Evaluation Period:** From \_\_\_\_\_ To \_\_\_\_\_

**Date of Hire:** \_\_\_\_\_

**Position Summary:**

The overall purpose of your position is to provide, organize, develop and coordinate maintenance activities and preventative maintenance programs as may be directed by the Director of Facilities and Administrator.

**Qualifications:**

To perform this job successfully, the following education, training, certification, language skills, mathematical skills, computer skills and/or experience is required:

1. Ability to read and write in English.
2. Experience planning and executing maintenance activities for senior citizen buildings preferred but will accept related experience in hospitality.
3. A High School diploma.
4. Ability to maintain resident safety either through visual or auditory means.
5. Ability to supervise staff and organize work schedule.
6. Experience in environmental controls.
7. Ability to oversee fire safety programs and schedule annual inspections.
8. Ability to manage physical plant.

**Reasoning Ability:**

Based upon the Mission, Vision and Values of Lester Senior Housing and the Jewish Community Housing Corporation the following abilities are required to successfully accomplish the essential duties of this position:

1. Posses the ability to make independent decisions as needed.
2. Assessment skills to evaluate systems and preventative maintenance program needs of the facility recognize when those needs change and adjust the program accordingly.
3. Ability to recognize an emergency situation either in or out of the facility and be able to call for the assistance required.

**Contacts:**

The employee in this position will routinely encounter the following contacts while conducting his/her department's business.

Most Frequent Contacts	Nature or Purpose of Contact
Other Employees	Work order assignments/emergency action training/cleanliness and aesthetics.
Residents	Resident Quality of Life/work order program
Security	Resident Quality of Life/security needs and Assessment
Vendors	Maintenance and invoicing management
Visitors	Resident Quality of Life/parking lot procedures and security
Outside Agencies (State, Federal and local regulatory bodies)	Surveys and Maintaining knowledge of current regulatory needs

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**Equipment Operation:**

Knowledge of the following scientific or mechanical equipment, automated office equipment, computers or other related office equipment is required for this position:

1. Phones, beepers, computer system, photocopier, overhead projector, televisions, VCRs, stereo systems, microphones and PA systems, HVAC, boilers, elevators, emergency phones, key FOB system, Doorlocking system, in-house networking, pumps, plumbing system, electrical system, sanitation systems, cable, grease trap and grey water system, sprinkler system, fire alarm system, parking lot lighting system and electrical generators

**Leadership Responsibilities:**

The following level or kind of leadership responsibility is assumed by this position:

Programmatic Responsibility: Leads resident apartment maintenance programming in accordance with state regulations

Supervisory Responsibility: Coordinates services of maintenance staff, housekeeping staff and vendors.

**Physical Demands:**

- A. **Medium Work:** exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects etc.

In completing the competencies and evaluation section of this form, rate the employee’s performance using the following scale:

- 4 = Exceeds Performance Expectations**
- 2 = Meets Performance Expectations**
- 0 = Does Not Meet Performance Expectations/Needs Improvement**

**SPECIFIC DUTIES AND RESPONSIBILITIES:**

**Any Duties or Responsibilities currently being evaluated as a competency are identified by a (\*)**

ADA	SPECIFIC DUTY/RESPONSIBILITY	COMMENTS	RATING
	Coordinates work orders and PM responsibilities		
	*Reports and confers with Manager of Facilities and Administrator regarding status of resident apartments, staff, physical plant, outside groups and staff as related to Maintenance Department Issues		
	Communicates pertinent issues to with Manager of Facilities and Administrator		
	Attends morning report and other facility meetings in absence of the Manager of Facilities or as directed		
	*Confers with Nursing & Food Service Department staff related to facility maintenance needs		
	Serves as on-scene leader in emergency situations		
	Completes reports as required or requested		
	Participates as directed in any facility surveys		
	Assures that Resident’s Rights are upheld		
	Attends all mandatory and non-mandatory facility inservices		
	Maintains department work areas in a clean and safe manner.		

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	Ensures that newly admitted residents /tenants are provided with an orientation of apartment safety equipment and an orientation to the apartment maintenance process		
	Accesses security needs for the front desk in AL and IL		
	Coordinates tasks for maintenance staff and reports progress to the Manager of Facilities and the Administrator		
	Ensures resident and staff safety		
	Works evening or weekends for special events as scheduled		
	Performs AL apartment electrical equipment tagging procedures for new tenants and all AL apartments annually		
	Practices infection control according to established facility and departmental policies and procedures including in all food related programs		
	Does routine inspection of interior & exterior grounds for preventative maintenance		
	Communicates with vendors to ensure project completion		
	Delegates work appropriately		
	Supervises maintenance, housekeeping and security staff in Facilities Manager's absence		
	Establishes routine maintenance & housekeeping reviews		
	Does quality assurance assessments of all work completion		
	Ensures that comprehensive maintenance programs based upon needs of the facility in accordance with the preventative maintenance program		
	Performs other duties as assigned		
	<b>RESIDENTS COUNCIL</b>		
	Participates in Resident Council as assigned		

**Customer Service/Interpersonal Skills:**

The following constitute the Customer Service and Interpersonal skills required to successfully perform in this position.

<b>CUSTOMER SERVICE/INTERPERSONAL SKILL</b>	<b>COMMENTS</b>	<b>RATING</b>
Assists fellow employees where needed		
Is responsible and cooperative with supervisors, fellow employees, residents, visitors, etc.		
Maintains professional attitude		
Maintains professional appearance		
Accepts constructive criticism as evidenced by appropriate changes in behavior		
Utilizes established channels of communication effectively		

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Recognizes, accepts and respects people as individuals		
Recognizes limitations and seeks assistance appropriately		
Answers and directs phone contacts appropriately		
Volunteers assistance to residents, families, visitors		
Demonstrates sensitivity to the culture within the workplace		
Demonstrates knowledge of facility policy for Zero Tolerance for Workplace Violence and Substance Use		
Demonstrates support of the mission and vision of the facility		

**Specialized Skills and Competencies:**

The following constitute the specialized skills and technical competencies needed to successfully perform this position.

<b>SPECIALIZED SKILLS AND COMPETENCIES</b>	<b>COMMENTS</b>	<b>RATING</b>
Demonstrates understanding of how to report resident abuse		
Demonstrates understanding what constitutes resident abuse		
Demonstrates knowledge preventative maintenance program		
Demonstrates knowledge of facility Mission and Vision		
Demonstrates knowledge of emergency procedures		
Demonstrates knowledge of how to report system failures		
Demonstrates knowledge of how specific position responds to a fire situation		
Understands specific position responsibilities involved in the work order program		
Maintains confidentiality of all information in accordance with HIPAA regulations		
Demonstrates own initiative in attending mandatory and non-mandatory inservices.		
Attends continuing education as related to Assisted Living, aging and therapeutic maintenance programs		
Demonstrates good attendance record		
Demonstrates ability to work independently		
Demonstrates ability to relate to and work with residents and family who may be emotionally upset, angry or hostile		
Demonstrates ability to understand Sentinel Event Policies and Procedures		
Demonstrates understanding of facility Performance Improvement Program		
Is punctual for scheduled shift		

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**DEVELOPMENT EVALUATION AND PERFORMANCE IMPROVEMENT**

**Prior Goal Review Summary:**

Review goals of prior evaluation indicating whether or not the goals were met in full, partially or not met at all. If goals were met partially or not at all indicate the reasons.

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**Prior Areas for Improvement Summary:**

Review areas for improvement in prior evaluation indicating whether or not the areas were completely improved, partially improved or not improved at all. If the areas were partially improved or not improved at all indicate the reasons.

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**Strengths:**

Give specific examples of the employee's strengths and any additional accomplishments during this evaluation period:

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**Areas for Improvement:**

Give specific examples of improvement expected during this upcoming evaluation period. Consider all aspects of the employee’s performance or behavior in which improvement is required, included but not limited to time and attendance, cooperation with other employees, residents, families or visitors, provision of customer service, ability to perform required position competencies, sensitivity to cultural diversity, etc.

IDENTIFIED AREA FOR IMPROVEMENT	ACTION STEPS	TIME FRAME

**Development Goals:**

List the agreed upon employee development goals for the next evaluation period.

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**Employee’s Comments:**

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