

**MHANY Management, Inc.**  
Position Description – Resident Superintendent  
New York City

The Resident Superintendent will work under the direction of the Maintenance Field Supervisor, Deputy and/or Executive Director or his/her designee and job responsibilities will include but not necessarily be limited to the following:

The entire building (interior, exterior, roofs, parking lots, hallways, basements, compactor and other utility rooms, and apartment repairs as directed) are the primary responsibility of the superintendent. The owner will provide additional staff (porters and other handyman) as required or necessary. The superintendent is the primary staff person, on call 24/7, unless otherwise indicated to Maintenance Field Supervisor in advance, and must report any incidents of a repair or security nature to the owner/manager immediately so a plan can be made accordingly.

It is the superintendent's responsibility to maintain the excellent and cleanly appearance of the building at all times. Anything that interferes or puts the appearance and security of the building and the residents at issue must be reported by the superintendent immediately along with a plan of action in collaboration with the Maintenance Field Supervisor.

If the superintendent does not report regularly and timely on building conditions, this will be an indication that job responsibility is not being fulfilled.

**Position:** Resident Superintendent for MHANY Management Inc.  
**Job Category:** Non-Exempt  
**Reports to:** Field Maintenance Supervisor, Deputy and/or Executive Director  
**Salary Range:** \$22 to \$24 per hour

**GENERAL JOB RESPONSIBILITIES**

- Make all necessary repairs, including but not limited to the following:
  - Replace defective toggle switches, electric panel damage, and outlets and other minor electric problems
  - Repair of leaky faucets, replacement of washers, broken or leaky pipes (under sinks, tubs and toilets including inside walls)
  - Small plastering jobs and sheetrock replacement including walls and ceilings
  - Tile repair in bathrooms and kitchens
  - Clear sink, basin and toilet stoppages and basements if not too large
  - Replace ceiling and wall fixtures in apartments and public areas and minor repairs related to such repairs
  - Replace floor tiles
  - Repair door locks and replace knobs when necessary (all doors)
  - Minor refrigerator repairs (door hinges, door latches, gasket replacement if possible)
  - Replace or tighten/loosen balances, sashes and chains on windows
  - Repair counter tops or assist with replacement when necessary
  - Replace defective radiator air valves and repair leaky radiator shut-off valves, bleed radiators
  - Paint areas where work has been done inside the wall or where there is minor damage to wall or ceilings – individual areas and rooms –
  - Other small maintenance and handy work as directed by supervisors
- Be responsible for personal time attendance – call in daily start and end times to Maintenance Field Supervisor
- Be responsible for quality and timeliness of work, appearance and conduct towards the

residents

- Be responsible for the maintenance and operation off all building equipment, fixed and portable.
- Execute a system of preventative maintenance for structures, fixtures, and equipment.
- Maintain an inventory on materials, tools, supplies, and equipment on site and regulate their use.
- Order all necessary materials, supplies and equipment through the Field Maintenance
- Enforce safety and security regulations.
- Handle resident complaints on maintenance service and repairs based on dispatches work orders and calls) issued by MHANY Management office
- Work with the Field Maintenance Supervisor to improve building maintenance and appearance
- Attend staff meetings and meetings with resident groups at the direction of the Field Maintenance Supervisor and/or at the request of the Deputy and/or Executive Director.
- Keep current all licenses, certifications and permits necessary for the personal execution of duties.
- Make prompt reports on all accidents and building emergencies to the Field Maintenance Supervisor (or in the event you cannot reach them the Deputy and/or Executive Director).
- Maintain all public, non-residential spaces and grounds in a clean and presentable condition. Keep clean of garbage and debris public hallways, stairwells, vestibules, entrance lobbies side, rear and front yards.
- Sweep exterior of building along sidewalk, backyards, sideyards and clean out garbage and debris from flower beds and keep parking area clean (with assistance from porter).
- Mop all hallways and stairwells with clean mops three times each week.
- Be on 24-hour call for emergency situations at all times. If you will be unreachable/unavailable for any period of time please notify Field Maintenance Supervisor in advance.
- Notify Field Maintenance Supervisor or designated staff person of any violations served by governmental agencies or insurance carriers.
- Maintain files and records on service requests, purchases, inspections, warranties, building inspections, equipment, etc.
- Sweep and mop interior public areas at least three times a week. Front entry area may require more than once a day sweeping.
- Remove garbage to curb on designated days. Be responsible for trash removal and disposal of other refuse and debris.
- Recycle on designated days.
- Report any untoward or illegal activity to the MHANY Management office immediately.
- Do not fraternize or hangout in any way with the residents of the building.

## **PREVENTIVE MAINTENANCE SCHEDULE**

The resident superintendent is mainly responsible for the maintenance, cleanliness and appearance of the building.

The various tasks are scheduled and assigned by the Field Maintenance Supervisor. In scheduling these tasks, they are divided into daily, weekly, monthly and seasonal tasks.

## **DAILY DUTIES**

- Properly bag all rubbish including recycling materials and properly store in rubbish area in front or rear of building (as located).
- Walk all public halls and stairwells checking proper operation of doors, alarms, emergency lighting, hall and stair well light fixtures. Check wall and floors for damages and report amount of repairs. Check banister for damage. Check all surfaces (walls) for graffiti or paint touch up. Remove all graffiti immediately. Walk stairwells at least three or four times a day.
- Check roof for standing water and/or other drainage issues. Remove any debris and check ventilation fans for proper operation and check/clean roof drains.

- Check all lobby and building entrance doors for cracked glass, check doors for proper closing and locking, check intercoms for proper operation, check lighting and fixtures.
- Check exterior of building, sidewalk, walkways. Visibly check building surfaces for cracks or signs of water penetration, check for broken window glass in apartments. Report any and all hazardous conditions to MHANY MANAGEMENT office immediately.
- Check electric meter room, water drain room, storage room and gas meter for signs of water leaks, unauthorized access, tampering, and clear of any debris or other stored items if present.
- Report all problems immediately to MHANY MANAGEMENT office. Also report any noticeable gas leaks to MHANY MANAGEMENT office.
- Check laundry room for condition and operation of machines. Check all plumbing lines and connections for signs of leaks. Report any hazardous conditions to MHANY MANAGEMENT office.

### **RUBBISH-BULK REMOVAL**

- Arrange for sanitation to remove bulk items.

### **PLUMBING**

- Visible check all shut-off valves for signs of leaks-water and heating.

### **MONTHLY DUTIES**

- Carefully inspect roof for signs for wear and damage, check flashing and roof surface.
- Accompany exterminator, water treatment, burner service companies to assure service of all equipment.
- Assist with cleaning of light fixtures, covers, dusting of all door frames, sponging and washing lobby and public hall walls including stairwell walls, ventilation grills, stripping and washing of lobby, vestibule and laundry floors.

### **SEASONAL TASKS**

- Every three months-stripping and waxing of all public area floors.
- Every six month touch-up paint on apartment doors and hallway walls (Or more often is required).
- Winter machinery-service and repair and ensure ready for operation
- Monitor exterior contracted work.
- Service all water circulating pumps. Repair if necessary, check for leaks.
- Keep all landscape/open areas clean (front, rear and side of building) at all times including removing all weeds, overgrowth)

### **WORK ORDER ASSIGNMENTS**

- Receive work orders, request for repairs from MHANY MANAGEMENT office.
- Make repair in public areas and resident units.
- Submit signed (by resident) completed work orders to office as we maintain a repair log of all work orders done on a daily basis by number, date, location.
- Complete two checklists – apartment (annual) and building wide – monthly preferred but at least quarterly.