



Chestnut Hill Realty

## Service Manager (Brookline, MA)

Work for an award winning company where you will have the training you need to add to your skill set, the schedule you want to maintain a great work-life balance, and the pay and benefits you deserve. Learn new skills and make a positive impact on people's lives every day.

Chestnut Hill Realty has an exciting opportunity for a Working Maintenance Supervisor to join the team for our Brookline Signature portfolio, consisting of 2 luxury apartment communities in Brookline and 1 new building in the Fenway. The successful candidate will bring outstanding maintenance and customer service skills, as well as an enthusiastic spirit to ensure a first class resident experience. This position requires significant interaction with residents and prospective tenants on a regular basis. The Service Manager coordinates the daily maintenance operations of the property to ensure that it is safe and well-functioning – all while assuring the quality of its appearance, its level of service and the satisfaction of its residents. Your work directly impacts the quality of their experience in the community.

### As a Service Manager, you will:

- Leads and manage a property maintenance technician on a day to day basis. Assists in hiring, developing, training, holding accountable, implementing corrective action and terminations.
- Assist in preparing the work schedules
- Work to schedule outside vendors by obtaining competitive quotes and monitoring completion of work performed.
- Maintain a working knowledge of all maintenance programs and capital improvement projects to ensure the proper and efficient operation of systems, preventive maintenance programs, and responses to resident service requests.
- Performs maintenance in units and participates in on-call schedule.
- Replace and maintain a current inventory of supplies and parts.
- Directs and participates in the removal of snow and ice from sidewalks, walkways, steps, and driveways

### Are you the right person for the job?

- The ideal Service Manager will have maintenance supervisory experience in residential property management.
- Minimum three years maintenance technician experience required.
- Professional appearance and demeanor.
- Knowledge of carpentry, electrical, plumbing
- Outstanding customer service orientation and superb communication and interpersonal skills.
- Candidate must be computer literate with attention to detail and excellent organizational skills.
- Will be required to be on call and must be available for emergency situations including weekends and holidays.
- A valid driver's license and a good driving record.

### Some of the benefits to you:

- Competitive compensation PLUS opportunities to earn incentives

- Excellent benefits package including: medical, dental, vision, 401(k), 2 weeks of vacation, your birthday off, PTO for volunteer hours
- Monday-Friday schedule
- Positive work environment
- We even have a Maintenance Appreciation Day every year to recognize your efforts and a way to say “thank you”.

If you have experience as maintenance supervisor and great customer service skills, we want to hear from you.

E-mail resume to [resumes@chestnuthillrealty.com](mailto:resumes@chestnuthillrealty.com).

*All job offers contingent upon satisfactory background check.*