

CHESTNUT HILL BENEVOLENT ASSOCIATION

JOB DESCRIPTION

DEPARTMENT: Facilities

Grade: G-7

POSITION TITLE: Lead Structural Services Tradesperson

Job #: 6119

ORGANIZATIONAL RELATIONSHIPS: Reports to Facilities Manager. Has contact with Residents, Associates (staff members), contractors and at times BA guests.

SUMMARY: Responsible for the interior and exterior structure maintenance of BA buildings. Responsible for prioritizing customer service requests related to the building structure as well as the daily coordination of staff assigned to the oversight of this position. Assures work meets professional standards, is done promptly, safely and thoughtfully. This is a working trade position.

DETAILS OF DUTIES:

1. Oversees the work of 3 or more service staff responsible for the servicing and maintenance of the non-MEP (mechanical, electrical, plumbing) structural components of the buildings. Exterior components include roofs and flashings, masonry, windows and doors, gutters and downspouts and foundations. Interior components include structural and non-structural walls and ceilings, floors, doors, door hardware and keys, windows and related components, bathrooms and kitchens.
2. Reviews customer work orders pertaining to buildings to determine its relative need and priority and assigns to an appropriate tradesperson. Follows up to see that department standards of timeliness, materials, workmanship and safety are adhered to. Assures work assigned is balanced and appropriate to the tradesperson time and skills. Keeps work orders current, accurate and up to date.
3. Responsible for overseeing the preventative maintenance (PM) of the referenced components. Reviews PM's to assure and determine relative priority, accurate description of work, process and appropriate PPE for workers to safely accomplish the task.
4. Provides excellent customer support of customer generated work requests and appropriate follow-up. Monitors due dates for projects and other tasks with sensitive timing. Keeps an accurate calendar of details and provides follow-up and reminder services for department. Follows up with workers and customers to determine whether work has been satisfactorily performed.
5. May manage contractors doing work related to building structure. Understands the scope of work, timing constraints for performing the work. Assures work is done to code, reflects professional and BA standards and meets OSHA requirements for safety.

Job Description

Lead Structural Services Tradesperson

Page 2

6. Performs liaison functions for department with the organization by writing and getting approval for advance notice of activities affecting the community. Helps tradespeople with determining best times to accomplish work in occupied spaces. Watches for scheduling conflicts that may not be apparent.
7. Regularly meets with Facility Manager to review work priorities, plan future work, provide estimates of work to be performed, reviews safety standards and needs, assure workers are trained and adhere to PPE requirements.
8. Provides input for annual performance appraisals of the staff overseen by this position. Provides training and instruction for these positions. May interview maintenance applicants in addition to Facilities Manager.
9. Available 24 hours for on-call emergencies. Can be flexible in work schedule when needed. May include occasional weekend work.
10. Assists landscaping supervisor with winter time snow plowing and snow removal.
11. Performs other duties as assigned.

MINIMUM QUALIFICATIONS: A member of The Mother Church or interested in the teachings of Christian Science. Understands and supports the BA mission. Some familiarity with building trades, systems and parts helpful. Familiarity with OSHA standards and record keeping can be helpful. Familiar with databases and how they work. Prior experience with one or more database applications is required. Thorough knowledge of PC computers and their applications, such as Windows. Knowledge and skill in Microsoft Office and the Internet. Good organizational, and strong communication, and interpersonal skills.