



## 14. Major Duties And Responsibilities

% OF TIME

### Property Make Ready Duties

50%

- A. As part of the make ready process of new leases and existing leases, inspects appliances, and finishes to verify that the property and its equipment is in good operating condition and in compliance with all the Embassy Housing, Residential Handbook. Requests the following from the Landlords: Maintenance and repairs, upgrades, appliance and equipment replacement as necessary. Manages contractors (General Contractors, Janitorial Services Contractors, and Curtain Maintenance Contractors) and ensures that the work is completed according to US Embassy standards. During construction, renovation, and turnover projects, ensures that contractors have and adhere to a safety plan that protects both embassy personnel and contractors.
- B. Completes/fills inspection forms, as required by the USG.
- Initial Inspections—including complete inventory of appliances and equipment.
  - Will certify living space in units and measure as necessary. Drafts floor plans with AutoCad.
  - Drafts Statement of Work for quotes from contractors.
  - Coordinates and schedules repairs with the contractor chosen by the Landlord.
  - When the property repairs/upgrades are finished, conducts a Final turnover Inspection with the contractor to ensure requested requirements are completed.
  - Prior to occupancy (Final Make-Ready Inspections), Ensures property is ready for use.
  - Maintains a complete inventory of all chemical products used at owned and leased properties by the Janitorial Services contractors at post and keeps Material Safety Data Sheets for each product.

### Property Maintenance Duties

50%

- A. Investigates complaints reported by occupants and discusses the complaints with the Realty Services Work Control Coordinator and the Realty Services Manager to agree upon an effective strategy for corrective action
- B. Identifies maintenance problems and deficiencies, and coordinates through the Work Control Coordinator with the Landlords to provide corrective action as required.
- C. Evaluates required work in order to prepare repair specifications. Submits cost estimates for Occupant's caused damage to the Realty Services Manager and the Assistant GSO Housing.
- D. Coordinates repairs/corrections required during occupancy, which Landlords must perform as per lease contract (72 hours clause).
- E. Coordinates and certifies to the Realty Services Work Control Coordinator and the Realty Services Manager that maintenance, and/or construction alterations have been performed by the contractor and/or Landlord.
- F. Receives bills from contractors to be approved by the Realty Services Manager and the Assistant GSO Housing and submits them to the Landlord or B&F Office for ulterior payment.
- G. Prepares statistics, discrepancy reports and draft correspondence in English and/or Spanish detailing unsatisfactory conditions, substandard work and non-compliance.
- H. Documents and maintains records reports for each property to recommend renewal or termination of leases based on recurrent problems, safety hazards or security risks.

#### Activities related to Property Make Ready:

- Receives work orders for inspection.
- Clarifies involved parties to address/request proper funding
- Reviews work orders history of unit to be inspected
- Coordinates visits with landlord or embassy contractor at the Initial Inspection.
- Coordinates visits with cleaning company for quote
- Coordinates visits with curtain contractor for quote
- Coordinates visits with third parties involved if needed (building administration, realtors, etc.)
- Prepares entry letters for everyone who needs to visit the unit
- Takes pictures at the apartment to support the inspection/charges. Tags pictures and shares them among involved Parties.
- Prepares Initial Inspection Reports/Statements of Work of repairs/upgrades for the contractors to quote
- Keeps a digital copy of every turnover inspection in the unit's file
- Receives quotes from contractors
- Keeps a digital copy of every quote in the unit's file
- Reviews quotes and discriminates them when there are two or more funding sources
- Shares quotes among involved parties/and Leasing for information and/or approval from landlords, occupants, agencies

- Based on quotes received, prepares Task Orders formats for janitorial services and welcome kits placements, sends the formats to the involved agencies for fund cite inclusion.
- Issues the task orders in PDF format and sends them to the contractors
- Keeps a digital copy of every task order in the unit's file
- Based on quotes received for curtain maintenance services, prepares information and processes the Purchase Requests in Ariba System, awaits fully approval to send the purchase orders to contractors involved.
- Keeps a digital copy of every purchase order in the unit's file
- Based on quotes received for turnover processes, prepares information and processes the Purchase Requests in Ariba System.
- Requests fund cites from outbound agencies if needed
- Answers inquiries from outbound agencies or/and directs them to Leasing if needed
- Requests pre-approval of the purchase requests from the Contracting Officer when needed
- Keeps a digital copy of every purchase order in the unit's file
- Prepares entry letters for contractors to start the repairs in the apartment
- Performs punch list visit according to completion or evolution of repairs in every unit, coordinated with the contractor
- Disseminates punch list reports among involved parties (Leasing - Contractor - Realtor/landlord, etc)
- Performs final inspection visit 24 hours after the punch list inspection is performed
- Keeps a digital copy of every punch list inspection in the unit's file
- Reviews work order requests to properly schedule five day countdown services (janitorial, curtain, rekeying services) in due time. Submits e-service request to Facility Maintenance Unit (FAC), to Schedule re-keying at the unit. Prepares entry letters for every contractor involved in the five day countdown process.
- Issues authorization of occupancy for every unit after full completion of the turnover process
- Reviews/receives services from janitorial services company report
- Reviews/receives services from curtain contractor report
- Approves invoices issued for every turned over unit (general contractor, janitorial services contractor, curtain maintenance contractor)
- Gets GSO signatures for every invoice
- Keeps control and updates data on the invoices received
- Delivers invoices in FMO for payment process
- Keeps a digital copy of every invoice in the unit's file
- Coordinates work orders related to recently turned over apartments, - in occasion of the full scope of the turnover was not approved, or there are new issues that arise as soon as the unit is fully occupied -
- Reviews/receives work orders
- Coordinates visits with contractors for service guarantees
- When a service guarantee is needed:
  - Coordinates visits with janitorial services company and/or curtain contractor and/or general contractor for service guarantee.
- He manages all Realty Services related files, records, databases, statistics, and expenditure control information from a requester point of view with the ARIBA System.

Activities related to Property Maintenance:

- Receives/reviews/approves GMMS e-services requests from: Customers (Housing pool 380+units) related issues
- Gets landlords, and building administrations involved whenever they must intervene to promptly solve leased units issues, either for work orders and emergency related issues
- Visits apartments to get an accurate diagnosis on work orders, emergencies, and day to day issues, to be able to get the right resources involved in a promptly manner
- Provides technical advice for solving complex maintenance issues -comfort related- at owned and leased units, both for landlord's involvement and/or Facility Maintenance Unit - Housing supervisor to follow up
- Provides technical advice to peers in the GSO Housing unit, for timing and programming of make ready processes
- Provides assessment and technical evaluations, his technical advice -comfort related- provides the Housing Unit the best criteria to determine assignment and make ready processes at owned and leased units
- Provides technical evaluation in terms of time consuming make ready processes and turnover repairs, for Housing assigning units to incoming officers.
- Provides technical assessment for complex leased units repairs, in order to get the occupant re-assigned permanently or temporarily to a new unit.

***This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.***

## 15. Qualifications Required For Effective Performance

### a. Education:

University degree in architecture, civil engineer, architectural drafter or interior designer is required.

### b. Prior Work Experience:

Minimum three years of experience in architectural design and drafting with AutoCAD, property renovation, and finish trades inspection is required.

### c. Post Entry Training:

Managing Projects at State. COR Training for GTM responsibility is required.

### d. Language Proficiency:

English Level 3 (good working knowledge) is required. Spanish level 4 (fluent) is required.

### e. Knowledge:

General knowledge of architecture and construction standards, general knowledge of high end appliances, knowledge of local construction contractors and construction material suppliers. Must know the National Electric Code (NEC), RETIE code and International Building Codes. Must have detailed working knowledge of 15 FAM regulations, Real Property Application (RPA) and inspection requirements.

### f. Skills and Abilities

Standard level keyboard and computer skills to include specialized software, database management, spreadsheets, Windows Microsoft office (Word, Excel, Power Point), Imaging Software, AUTOCAD and Internet.

Must possess excellent written and oral skills in order to conduct training and drafting of materials and reports in the performance of duties.

Ability to coordinate, prioritize and oversee multiple projects.

Excellent interpersonal and communication skills, ability to be flexible, resourceful, service-oriented, and self-motivated, and to work within the existing mission structure.

Ability to create and interpret building plans.

Driving skills and valid local driving license category C1 are required.

## 16. Position Elements

### a. Supervision Received:

Direct supervision from the Realty Services Manager.

### b. Available Guidelines:

15 FAM 900, 15 FAM 800, the Department's Safety, Occupational Health and Environmental Management Resource Guide, as well as any post and country specific materials regarding local and on the job safety regulations and laws.

### c. Exercise of Judgment:

As needed to keep team, equipment and realty portfolio operational and to avoid loss or damage to mission personnel and property.

### d. Authority to Make Commitments

None.

### e. Nature, Level and Purpose of Contacts:

Daily contact with American and LE Staff of all USG agencies at all organizational levels, several contractors in the performance of duties, local and government health and safety officials. Contact with contractors to negotiate prices for repairs in 380 + properties. Value of leases is USD 15,000,000 in rent per year.

### f. Supervision Exercised

None.

### g. Time Required to Perform Full Range of Duties after Entry into the Position

Six (6) months.