



## 14. Major Duties And Responsibilities

% OF TIME

### PROPERTY MAKE READY DUTIES

30%

Should any component of the unit recently made ready (new leases and existing leases), and as part of the these processes, requests service guarantees to ensure that the property and its equipment is in good operating condition and in compliance with all the Embassy Housing, Residential Handbook. Requests follow up visits from Landlords and/or General Contractors, Janitorial Services Contractors, and Curtain Maintenance Contractors for service guarantees of maintenance and repairs, appliance and equipment as necessary, and ensures that the work is completed according to US Embassy standards.

### PROPERTY MAINTENANCE DUTIES

70%

- A. Investigates complaints reported by occupants and discusses the complaints with the Work Control Clerk and the Real Property Inspector to agree upon an effective strategy for corrective action.
- B. Identifies maintenance problems and deficiencies, and coordinates himself/herself or through the Work Control Clerk 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 Real Property Inspector and the GSO Housing.
- D. Coordinates repairs/corrections required during occupancy, which Landlords must perform as per lease contract.
- E. Coordinates and certifies to the Real Property Inspector 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 Real Property Inspector and the GSO Housing and submits them to the Landlord or FMO 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:**

Reviews work orders history of unit to be inspected

Prepares entry letters for contractors to start repairs under service guarantees in the apartment

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

#### **Activities related to Property Maintenance:**

Manages all Work Order Maintenance related files, records, databases, statistics, and expenditure control information from a requester point of view with the ARIBA System, ILMS and GMMS Systems

Receives/reviews/approves ILMS and 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 prompt manner.

Resolves maintenance issues -comfort related- at government owned and leased units, both for landlord's involvement and/or Facility Maintenance Unit to act or follow up.

Provides assessment –Historical data and information on work orders and issues related– to the Housing Unit to determine re-assignments.

***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 Business Administration or Management field is required.

**b. Prior Work Experience:**

Minimum three years of experience in property maintenance and management including at least one year of experience supervising or leading personnel is required.

**c. Post Entry Training:**

On the job training.  
Managing Projects at State.

**d. Language Proficiency:**

English Level 4 (fluent) is required. Spanish level 4 (fluent) is required.

**e. Knowledge:**

General knowledge of construction standards, general knowledge of high end appliances, knowledge of local construction contractors and construction material suppliers is required.  
Must have good working knowledge in project management.

**f. Skills and Abilities**

- Standard level keyboard and computer skills to include database management, spreadsheets, Windows Microsoft Office (Word, Excel, Power Point), and Internet are required.
- 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 at the same time is required.
- Excellent interpersonal and communication skills, ability to be flexible, resourceful, service-oriented, and self-motivated and to work within the existing mission structure are required.
- Excellent customer service skills are required.

## 16. Position Elements

**a. Supervision Received:**

Direct supervision from the Real Property Inspector (A52511) and general oversight from the Realty Specialist (A52510)

**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**

Supervises the Work Control Clerk (A52528) and the Work Order Maintenance Inspector (A52527) positions.

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

Six (6) months.