

## ROLE PROFILE

**JOB TITLE: TECHNICAL / SPECIALIST MAINTENANCE MANAGER – WC  
(Western Cape)**

**REPORTING LINE: OPERATIONS MANAGER**

- JOB LEVEL:**
- Patterson CL Band
  - TASK
  - Peromnes - Skilled

**ROLE PURPOSE**

To manage and coordinate the technical / specialist maintenance related functions to ensure that Madulammoho’s buildings and projects in the Western Cape are effectively and efficiently maintained.

**ROLE DELIVERABLES**

Key Performance Areas	Activities	Key Performance Indicators
<b>Technical Maintenance</b>	<ul style="list-style-type: none"> <li>• Plan, coordinate, and assign activities to the maintenance team. (Prioritize critical items)</li> <li>• Provide input into the development of the reactive and planned maintenance budget.</li> <li>• Co-ordinate department activities with other department activities and or programs, including the scheduling of meetings and the resolving of problems.</li> <li>• Respond to emergencies timeously as needed.</li> <li>• Ensure that health and safety protocols are adhered to.</li> <li>• Train staff “safety at workplace” skills. (monthly and record)</li> <li>• Perform some technical maintenance tasks where needed.</li> <li>• Monitor and manage the quality of work performed by the maintenance team.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance procedures effectively implemented</li> <li>• Work order roll-over from one year to the next is not more than 10% of total work orders received.</li> <li>• Ensure maintenance staff completes a minimum of 4 reactive work orders per day.</li> <li>• A safe workplace is created with few or no incidents.</li> <li>• Maintenance work is planned and scheduled to ensure quick response times</li> <li>• Maintenance completed meets quality requirements</li> </ul>

Key Performance Areas	Activities	Key Performance Indicators
	<ul style="list-style-type: none"> <li>• Provide technical expertise to contractors and or maintenance team.</li> </ul>	<ul style="list-style-type: none"> <li>• Most efficient practice is followed to complete tasks.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Manage and report on actual expenses vs approved budget.</li> <li>• Prepare reports related to materials and supplies used to complete work.</li> <li>• Ensure an adequate supply of repair and replacement materials.</li> <li>• Report weekly on all critical issues on site.</li> <li>• Complete tasks in action item list timeously and report on this weekly.</li> <li>• Maintain good records related to all aspects of assets in the WC.</li> <li>• Attend to special assignments given by the Operations Manager as a matter of priority.</li> <li>• Inspect and evaluate reporting from supervisor and staff (i.e. timesheets, work orders, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance expenses are within the approved budget.</li> <li>• Stocktaking matches material requested, bought, and used.</li> <li>• Accurate reporting and records are maintained</li> <li>• Reports are submitted accurately and in time.</li> </ul>
<b>Staff Management</b>	<ul style="list-style-type: none"> <li>• Build an effective and successful team.</li> <li>• Manage staff disciplinary processes as per labour law requirements.</li> <li>• Address staff issues and concerns.</li> <li>• Performance management of staff including: <ul style="list-style-type: none"> <li>○ Conducting monthly one on one's</li> <li>○ Conducting annual performance reviews</li> <li>○ Defining performance objectives and outcomes</li> <li>○ Focus on skills development</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Staff performance outcomes achieved.</li> <li>• Staff are content, positive, and performance-driven.</li> <li>• Staff who do not score satisfactory during the performance appraisal are given special attention until they perform to the level as expected.</li> </ul>

## **ROLE REQUIREMENTS**

### **Qualifications and Experience**

- A minimum of a Grade 12 or NQF 4 is required.
- At least 5 years supervisory experience, preferably in a technical maintenance environment.
- Basic MS skills are required (Word, Excel and Outlook)
- ABET 4 literacy and numeracy

### **Skills**

- Communication
- Customer service
- Relationship management
- Financial accounting and budgeting
- Planning and organizing
- Problem-solving
- Performance management
- Gathering and analyzing information
- Maintenance planning
- Safety and security standards
- Computer (MS word, excel and outlook)

### **Attributes**

- Emotional control
- Assertiveness
- Persuasion
- Interpersonal skills
- Attention to detail
- Situational sensitivity

## **KEY INFLUENCES**

### **Internal**

- Operations Manager
- Regional Manager
- Client Services Manager
- Housing Manager and Supervisor

### **External**

- Tenants
- Service providers
- Stake Holders