



Position Summary

The **Maintenance Manager** is responsible for overseeing and coordinating all facility maintenance operations across **Fort Bend Women's Center's properties**. This role ensures that all maintenance requests and work orders are completed efficiently, safely, and to the highest quality standards.

The Maintenance Manager supervises the **Maintenance Lead** and ensures adherence to FBWC's core values of **Service, Passion, Integrity, Respect, Innovation, and Teamwork**. The position requires hands-on leadership, strong organizational skills, and the ability to manage staff, vendors, and resources to maintain a safe, clean, and fully operational environment for clients, staff, and volunteers.

Key Responsibilities

1. Leadership & Supervision

- Supervise the **Maintenance team**, ensuring work orders are prioritized, assigned, and completed in a timely manner.
- Oversee daily operations of the maintenance team, providing guidance, training, and feedback.
- Ensure compliance with agency standards, safety procedures, and facility maintenance protocols.
- Maintain a visible presence across all sites to inspect work, verify completion, and support the team with hands-on assistance when needed.
- Promote teamwork and uphold a professional, service-oriented environment.

2. Work Order & Preventative Maintenance Management

- Manage all **FMX maintenance tickets for all locations**.

- Monitor progress, ensure timely completion, and close out work orders with proper documentation and quality verification.
- Develop and oversee a **preventative maintenance schedule** for all facilities, equipment, HVAC systems, electrical, and plumbing.
- Coordinate and schedule recurring maintenance tasks such as filter changes, safety checks, pest control, and landscaping.
- Track and analyze maintenance trends to identify recurring issues or areas for improvement.

3. Facility Operations

- Ensure all FBWC facilities, grounds, and equipment are kept in safe and operational condition.
- Oversee cleanliness and upkeep of facilities, ensuring floors, common areas, and exterior grounds meet quality standards.
- Review and approve supply purchases, inventory logs, and maintenance expenditures within approved budget limits.
- Support space preparation and move logistics for office relocations, events, and Rio Bend apartment turnovers.
- Ensure all maintenance work complies with building codes, OSHA safety standards, and agency procedures.

4. Vendor & Contractor Oversight

- Serve as the primary contact for external contractors performing maintenance or repair work.
- Coordinate, monitor, and evaluate vendor performance to ensure timely and cost-effective completion.
- Obtain quotes, review invoices, and verify warranty and service documentation.
- Notify the Operations Director of major repairs or vendor-related issues requiring additional authorization.

5. Documentation & Reporting

- Maintain accurate maintenance logs, inspection reports, and FMX records for all locations.
- Track preventive maintenance, service requests, and completion times for internal reporting.
- Provide weekly status updates on open work orders, vendor performance, and facility conditions.
- Maintain records of equipment, tools, warranties, and maintenance supply inventory.

6. Emergency Response & Safety

- Respond promptly to facility-related emergencies and ensure temporary or permanent repairs are made as needed.
- Report incidents affecting staff or client safety immediately to the Operations Director.
- Ensure that all maintenance staff and contractors follow safety protocols and use appropriate PPE.
- Support emergency preparedness planning and drills as related to facility operations.

Qualifications

- High school diploma or equivalent required; technical or vocational certification preferred.
- Minimum **3–5 years** of experience in maintenance, facilities, or property management, including supervisory experience.
- Working knowledge of HVAC, plumbing, electrical, and building systems.
- Proficiency in FMX or similar maintenance tracking software, Google Workspace, and work order systems.
- Strong leadership, communication, and organizational skills.

- Valid Texas driver's license and clean driving record.
- Ability to work occasional evenings or weekends as needed.

Core Competencies

- **Accountability:** Takes ownership for all maintenance operations and ensures follow-through.
- **Leadership:** Motivates and guides staff while maintaining high service and quality standards.
- **Problem-Solving:** Quickly assesses maintenance issues and determines practical, safe solutions.
- **Attention to Detail:** Ensures all work orders, documentation, and inspections are accurate and complete.
- **Team Collaboration:** Builds positive relationships across departments to support agency operations.