



JOB DESCRIPTION

POSITION:	Maintenance Supervisor		
FLSA:	Exempt	LOCATION:	DWT/MI
REPORTS TO:	Maintenance Manager	DEPARTMENT:	Operations

DUTIES/RESPONSIBILITIES:

- Responsible for oversight of the daily operations of the Detroit ventilation, power distribution, and other life safety systems
- Responsible for oversight of overall maintenance of Detroit property, including Plaza, toll system equipment, toll gate arms, buildings, booths, and other support services equipment
- Responds to and manages Detroit Plaza/Tunnel operational issues and emergencies
- Act as a liaison between the company and government agencies, especially during emergencies
- Coordinates, arranges, and supervises corrective and preventative maintenance work/crews in accordance with the Company's operating procedures and practices to ensure safe operations
- Facilitates safe, efficient contractor activities
- Communicates and coordinates with US Customs & Border Patrol to maintain primary/secondary inspection areas
- Coordinates work crews on Detroit Plaza and in the tunnel, and keeps traffic guards apprised of crew's assignment (s) duration and progress
- Supervises all maintenance, electrical, grounds, and mechanical projects and ensures timely completion within budget
- Oversees and supervises Detroit Plaza operations staff to ensure that toll and traffic operations are performed efficiently, and that the safety of employees and the public is maintained
- Reassigns work or calls in staff to cover unexpected shift vacancies
- Assigns work in other departments when needed and provides backup operations supervision
- Completes operational requirements by scheduling and assigning employees, overseeing and supervising staff, and following up on assignments to ensure tasks have been completed satisfactorily
- Coaches, counsels, and disciplines employees. Enforces operational work rules and Company policies and procedures. Evaluates employees during probationary periods and as required.
- Applies US CBA, and enforces DWT work rules, policies & procedures, and protocols
- Investigates customer complaints and responds to customer service issues as necessary
- Maintains necessary maintenance supply inventory
- Prepares required daily, weekly, month-end, and annual reports
- Maintains a safe and healthy environment by identifying and anticipating concerns and hazards, assisting in the development of policies and procedures, and enforcing and promoting a safe environment and complies with existing and new safety legislation
- Train, mentor, and evaluate maintenance staff; recommend skill development, certifications, and performance improvements
- Respond to emergency maintenance issues, including after-hours and on-call support as required
- Create, review, approve, and close daily, weekly, and monthly work orders in the CMMS
- Track and report maintenance metrics, including downtime, labor hours, preventive maintenance compliance, and equipment performance
- Prepare routine maintenance reports and activity summaries for management



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- Maintain accurate records of inspections, repairs, equipment history, and regulatory compliance documentation
- Conduct inspections with GSA to identify deficiencies and corrective actions
- Assist with budgeting by monitoring maintenance expenses, labor costs, and parts usage
- Submit purchase orders, bi-weekly vendor invoices, and monthly corporate credit card reports
- Coordinate, arrange, and supervise contractors and service providers as needed
- Maintain effective working relationships with vendors and service partners
- Participate in internal and external audits, inspections, and required meetings
- Support continuous improvement initiatives and assist in implementing maintenance policies and procedures
- Ability to work all shifts, including weekends and holidays
- Approve employee daily timecards/vacations

REQUIREMENTS/QUALIFICATIONS:

- Licensed Master Electrician with 5+ years of experience
- 2+ years of experience supervising work staff
- Excellent skills and ability to supervise staff and effectively manage maintenance projects
- Ability to work independently and make business-based decisions
- Strong customer service orientation
- Experience in 24/7 industrial maintenance operations
- Knowledge of toll and traffic operations
- Familiarity with all Detroit Plaza and Tunnel properties

Employee Signature: _____ Date: _____