



JOB DESCRIPTION

Position Title	Program/Department	Reports to
Director of Property Management	GSM Properties	Executive Director
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	August 2021

POSITION SUMMARY

The Director of Property Management will lead the Affordable Housing Initiative and Holistic Property Management Program within Good Samaritan Ministries. Objectives of this position include implementing practices which preserve housing, reduce risks of homelessness, increase number of affordable residential units, and minimize the number of evictions in Ottawa County. This leadership position includes supervision of the Associate Property Specialist and works to provide safe, affordable, and stable housing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Manage daily operations of the GSM Properties portfolio of rental units including, overseeing rent collection, troubleshooting property maintenance calls, coordinating appropriate notices, and maintaining accurate records.
- Foster relationships with property owners, landlords, or organizations such as churches and nonprofits to acquire or generate affordable rental units rented at the HUD Fair Market rates.
- Negotiate and execute property management agreements between property owners and GSM Properties, maintaining effective communication with property owners to quickly address questions and concerns.
- Demonstrate effective leadership, including supervision of support staff, and further development of the Holistic Property Management Program throughout Ottawa County.
- Maintain appropriate paperwork and compliance with MSDHA, ensure property files are kept in compliance with grant and statutory regulations, routinely conduct file audits to ensure accuracy and completeness.
- Onboard new rental units, including meeting potential tenants, advertising and showing properties, assessing applications in accordance with anti-discrimination laws, and executing rental agreements.
- Effectively track program income and expenses, create and authorize payment requests, work closely with finance department to reconcile ledgers, and provide owners with accurate monthly statements.
- Inspect properties and arrange for repairs as required to meet inspection standards.

- Assist tenants with connecting with supportive housing staff to determine available financial assistance and monitor and track any property management grant spend down.
- Facilitate the tenant move-in or move-out process, including completing property checklists, and preparing the notice to tenant, and the return of security deposit.
- Investigate and resolve property complaints and rental violations, and file court documents, as necessary.
- Provide tenant/landlord mediation as appropriate to reduce evictions and encourage timely rent payments.
- Stay up to date on new initiatives that impact tenant or landlord rights or responsibilities.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Hold and maintain an active Real Estate license with previous experience in property management
- Excellent organizational and financial acumen skills
- Ability to communicate effectively written and verbal
- Interpersonal skills with ability to maintain appropriate boundaries
- Knowledge and passionate about affordable housing

PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Ability to supervise staff and demonstrate leadership
- Ability to build relationships
- Ability to work flexible hours as needed, or be on call
- Knowledge of the Ottawa County resources

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

County wide travel required and a flexible schedule to accommodate emergencies. Position requires frequent property inspections, home visits, or travel for other training and events. Must have valid driver's license and have access to private vehicle for transportation.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Reviewed with employee by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Received and accepted by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.