



JOB DESCRIPTION

Position Title	Program/Department	Reports to
Property Manager	GSM Properties	GSM Property Management
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	March 2021

POSITION SUMMARY

The GSM Property Manager is responsible for the management of assigned residential properties. The goal is to maximize number of residential units that are affordable for households earning 80% or below of the area median income in Ottawa County.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Support a county wide recruitment strategy and plan with private and institutional landlords such as churches and nonprofits for affordable rental units to rent at the HUD Fair Market rates.
- Meet with potential landlords to customize and maximize affordable rental units in the marketplace addressing barriers to affordability.
- Execute property management agreements with landlords and GSM Properties that are tailored to attract and maintain affordable rental units.
- Develop tenant referral system with GSM HARA (Housing Area Resource Agency) and other nonprofits providing housing services in Ottawa County.
- Oversee the management of assigned affordable units.
- Adopt property management practices to insure tenants are seen as good neighbors and valued tenants.
- Assist Landlords with MSHDA Voucher Paperwork
- Assess damages at unit and create a repair punch list and timeframe for completion
- Coordinate maintenance for properties
- Market new properties
- Screen and process applications for new tenants
- Show properties or coordinate the showing of properties
- Provide on-call services for emergencies as needed
- Reconcile monthly ledgers with finance department
- Track tenant payment in property database

- Generate late rent letters when necessary
- Authorize and track lease payments to landlords/property owners
- Monitor tenant rent collection and create/negotiate repayment plans as needed
- File court documents for evictions
- Assures property files are kept in compliance with grant and statutory regulations
- When applicable, assess monthly utility bills and post to tenant ledgers
- Create and process requests for payments
- Track and gather documents to help tenant assessment for financial assistance through CDBG grant
- Monitor and track CDBG property management grant spend down
- Create landlord packets and informational materials for promotion and/or education
- Create and post required notices to tenants
- Maintain file completeness on all enrolled tenant files. Routinely conducts file audits to ensure accuracy and completeness
- Assists new participants in completing a property checklist at move-in and offers support for lease signing as needed
- Provides cross-training to other key personnel on home maintenance activities
- Conducts property showings as needed and communicates with landlords as appropriate to support landlord/tenant communication and efficient move-in or move-out processes
- Stays up to date on new initiatives that impact tenant or landlord rights or responsibilities

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Real Estate license with experience in property management as owner or manager
- Excellent organizational skills
- Financial acumen
- Ability to communicate effectively with multiple stakeholders
- Interpersonal skills with ability to maintain appropriate boundaries
- Knowledge and passionate about affordable housing

PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Previous experience with property management of affordable housing
- Self starter
- Knowledge of the Ottawa County churches and nonprofit sector

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.

Significant county wide travel required and a flexible schedule. 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.