



Family Self-Help Center, Inc.

PROPERTY MANAGER

Title: Property Manager
Status: Full-time/ Exempt
Reports to: Director of Operations
Direct Reports: Facility Technicians, Field Supervisor

Our Organization

Founded in 1988, Hildebrand is an independent 501(c) (3) nonprofit organization that serves 300 homeless each year families in shelter, permanent housing and stabilization programs. Hildebrand operates over 135 units of emergency shelter via scattered sites and congregate living programs in several communities throughout the region; and owns three permanent housing buildings containing 11 units of housing. The organization impacts homelessness through prevention, intervention, and training activities that lead to the placement of over 60 families each year into permanent housing.

Summary

The Property Manager (PM) reports to the Director of Operations (DO), and is a member of property and operations team. The PM assigns daily work tasks, and is accountable for the effective and efficient execution of day to day work of the department. The Property Manager directly supervises the work of Facilities Technicians and the Senior Technician, and manages Hildebrand owned properties, leased residential and storage units, and office spaces to ensure they are physically safe, clean, well maintained, and in compliance with applicable federal, state, and local laws, and regulatory, and contract specifications.

The Property Manager serves as a primary point of contact with vendors including construction and service contractors, suppliers, and others in the care and maintenance of Hildebrand resources and properties. In conjunction with the Operations Manager, the Property Manager is the primary communicator with the Chief Program Officer (CPO) and other program staff about the day to day management of units, and coordination of movement of families.

RESPONSIBILITIES:

- Oversee the maintenance and repair of building interiors and exteriors that include but not limited to: roofs, gutters and downspouts, HVAC systems, porches, fire escapes, drains and lines, wall and floor coverings, walkways, electrical and heating systems, interior stairways, walls, floors and ceilings. Oversees the care of landscape areas.
- Create staff schedule and coordinate efforts and activities to assure completion of assigned objectives within the specified time frame and allocated resources. Manages, evaluates, trains and develops the Facilities staff. Approves payroll, employee time off, and overtime.
- Coordinates with owners and, property management companies, or Hildebrand Property and Housing Placement Manager about needed maintenance and repairs at each site.
- Oversees all maintenance systems to ensure optimum functionality, efficiency, and effectiveness. Systems include: Work Order System, Inventory and Supplies Distribution, Keys Management, Safety & Security Inspections, Preventative Maintenance, and Inventory Reconciliation.
- Ensure all locations have supplies replenished in a timely fashion.
- Develops and implements additional maintenance and facilities programs as needed.
- Develop a pool of qualified and licensed contractors (specialized skilled tradesmen) to support the operation and maintenance of the buildings; this includes oversight of said contractors' work.
- Negotiate with outside contractors and related vendors to ensure best pricing on repairs and construction work as well as equipment, supply and material purchases.
- Submit Purchase Orders and review and approve invoices prior to providing authorization for payment. Reconcile unauthorized charges with vendors, and communicate discrepancies with DO.
- Ensures that tools and equipment used for the maintenance and care of agency's buildings are kept in proper working order, and that the maintenance staff is properly equipped to perform their responsibilities. This also includes ensuring that maintenance staff is accountable for all tools and equipment utilized as well as creating an inventory system to track and monitor them.
- Create and maintain an ongoing inventory list of fixed assets (in coordination with the CFO).
- Prepare property management and maintenance reports through the use of existing systems particular eWorks, as requested by CEO or Director of Operations.
- Work with Program Manager and ETO to ensure that all units comply with DHCD standards and the 5-day rule.

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- Responsible for all permanent housing clients including re-certifications, rent collection, income verification, etc.
- Co-facilitates the weekly Facility-Program meeting as well as individual weekly meetings with staff.
- Develop and analyze survey data.
- Develop and co-manage budget with the Operations Manager.
- Perform other duties as assigned by the DO or CEO.

QUALIFICATIONS:

- Bachelor's degree preferred, 3-5 years' experience in property and facility management or a key aspect related to it.
- Experience with CHA & BHA preferred. Knowledge of HIF, client re-certifications, and vouchers preferred.
- Commitment to the delivery of high-quality service.
- Proven expertise in supervising Technicians, contractors, technicians, mechanical maintenance, related safety issues, project management, construction, etc.
- Strong organization and process skills, with an ability to balance complex and multi-dimensional and varied projects that require an eye for detail, persistence and ability to follow through.
- Strong analytical ability, excellent verbal communication skills and ability to persuade and motivate others is essential.
- Demonstrated strong writing and editing skills.
- Comfort and ease with various technologies; Proficiency in Microsoft Windows, PowerPoint, Excel, Donor Perfect or similar database management a plus
- Conceptual thinker with creative instincts
- Ability to maintain confidentiality
- Proven ability to competently plan and manage multiple maintenance and repair projects simultaneously.
- Familiarity with appropriate local, state and federal regulations.
- Massachusetts driver's license and own vehicle required.

ADDITIONAL INFORMATION

- This is a full-time position requiring 40 hours per week.
- As with all Hildebrand staff positions, a CORI check is required

Signature

Date