



## Property Manager/Program Assistant Job Description

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Job Classification: Non-Exempt  
Reports to: Executive Director

Description of Position: The Property Manager/Program Assistant is responsible for ensuring efficient and effective delivery of the highest quality, trauma-informed customer service for residents. The Property Manager/Program Assistant will:

- Collect rent and other property fees from residents in the motel and RV park. Manage payment system, initiate payment plans, coordinate with third party financial supporters.
  - Maintain resident files and all documentation.
  - Maintain excellent communication and customer service with residents verbally and in writing.
  - Answer phone and email inquiries.
  - Write letters and prepare other correspondence documents.
  - Maintain office files, receipts, invoices, and other service documentation.
- Submit requests for payment to the bookkeeper and Executive Director to pay property expenses, including taxes, mortgage, utility bills, insurance premiums and other maintenance costs.
- Report the property's financial status, occupancy, and rent collections to the Executive Director and submit a monthly report to be included in the board packet monthly
- Meet potential residents, showing them the property, and assessing their applications in accordance with agency guidelines and policies.
  - Complete an intake interview and assessment for resident needs, run background checks.
  - Review potential resident status with Executive Director for approval.
  - Staff new resident needs with Case Manager and Executive Director, as needed
- Prepare vacant rooms and coordinate with maintenance and housekeeping, assigning duties and expectations.
- Inspect rooms, RVs, and grounds minimum of weekly and arrange for repairs and request new room items, such as microwaves, refrigerators, linens, etc. as required. Monitor and respond to all inspections.
  - Maintain inventory of housekeeping and maintenance items
  - Ensure units are in good working order and housekeeping maintains cleanliness and laundry services
- Arrange contracts for maintenance/renovations, trash removal, landscaping, security, and other ongoing property needs
  - Manage disputes with service providers where appropriate
- Investigate and resolve property complaints and rental violations, seek resolution options with Executive Director
  - Provide notices of property violations to residents
  - Provide notices of late payments, evictions, and requests to vacate the property
  - Make recommendations for evictions to Executive Director
  - Work in collaboration with retained lawyer and law enforcement to evict residents as needed
  - Maintain records of trespassed individuals
  - Ensure resident property is removed from Saving Mercy premises

Property Management services to residents are intended to aid them in improving their living situation. Responsibilities include providing intake functions based on individual client needs, coordination of maintenance and housekeeping, identification of family budgeting needs (for rent payments), reporting to executive director any suspicion of resident substance abuse and mental health concerns. The Property Manager/Program Assistant will assist in the enforcement of policies and guidelines set by the program; facilitate communication between external stakeholders and internal team members to ensure the provision of quality services.

Educational Qualifications: The Property Manager/Program assistant must have a high school diploma and a bachelor's degree is preferred.

Experience Qualifications: The Property Manager/Program Assistant shall have a minimum of three years of property management experience or residential care experience, computer proficiency and excellent communications skills. Experience serving low-income and/or the homeless population is preferred.

Personal Qualifications:

The Property Manager/Program Assistant must:

- Have the ability and willingness to motivate and empower residents.
- Be capable of working independently and as a team member.
- Possess and implement problem solving skills.
- Establish effective working relationships.
- Balance team and individual responsibilities, exhibit objectivity and openness to other views; give and welcome feedback; contribute to building a positive team spirit.
- Follow agency policies and procedures.
- Demonstrate professional and personal ethics.
- Demonstrate excellent communication skills.
- Demonstrate self-motivation and ability to maintain concentration and flexibility regarding fast changes in task assignments as well as multiple task assignments. Act with a sense of urgency.
- Have a working knowledge and experience using standard office equipment.
- Demonstrate accuracy in work products to ensure quality.
- Ask for and offer to help other team members when needed.
- Work when scheduled; begin and end work as expected; call in according to policy when arriving late for work or when absent; observe provisions of Fair Labor Standards Act; observe policies on lunch period and uses work time appropriately.
- Demonstrate and maintain appropriate boundaries with clients and staff.
- Utilize creativity.
- Apply time- management, organizational, and planning skills.
- Articulate Saving Mercy's program to the community. Assist in fundraising activities as assigned.
- Possess sensitivity to cultural differences in the service population, staff, and volunteers, and can forge working relationships.
- Have knowledge of local, state and/or federal regulations.

Other requirements: the Property Manager/Program Assistant must pass background screening and clearance including a clean driving record.

As Saving Mercy's needs change, other duties may be assigned by the Executive Director.

I acknowledge that I have read and received a copy of this description:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_