

Position Description

Position Title: Property Manager
Reports to: Senior Director of Housing & Facilities
Classification: Salaried, Exempt, Full Time

Job Purpose:

This position provides property management, maintenance and upkeep of NAMI Delaware property and facilities. This position performs various maintenance and enhancement activities to keep the NAMI Delaware portfolio of properties and facilities in exemplary condition. Typical responsibilities include interior and exterior painting, cleaning, organizing, landscaping, and other maintenance work. A property manager deals with highly confidential and sensitive information and must do so with the utmost discretion and professionalism. Deals with a diverse group of team members, volunteers, tenants, and community members and is expected to be inclusive, sensitive to cultural and community issues and behave professionally. Independent judgment is required to plan, prioritize and organize diversified workload, recommends changes in practices or procedures. Must have good interpersonal relations skills, be a good communicator, reliable and consistent. Position requires motivated and energetic professional capable of taking appropriate initiative. Must be capable of working with several organizations to manage scattered-site properties for adults living with mental illness. The Property Manager staffs and coordinates the efforts of the Board of Directors and other appropriate committees at the invitation of the CEO/Executive Director and Senior Director of Housing and Facilities.

Agency Expectations of Employee:

- Adhere to Agency Policy and Procedures
- Acts as a role model within and outside the organization demonstrating the utmost professionalism and integrity
- Maintains confidentiality
- Performs duties as workload necessitates
- Maintains positive and respectful attitude
- Demonstrate superior customer service and interpersonal skills
- Communicates regularly with supervisor, colleagues and leadership about relevant issues
- Demonstrates flexible and efficient time management and ability to prioritize work load
- Consistently reports to work on time and prepared to perform duties of position
- Meets agency productivity standards
- Presents professional appearance and image
- Avoids conflicts of interest
- Certain days will not be available for vacation or leave time due to organizational event and responsibilities.
- Act as an advocate for our housing residents and those we serve ensuring they are provided the services to which they are entitled and are treated with dignity and respect.

Essential Duties and Responsibilities:

- Primarily supports the efficient function of the Housing Team and mission as it relates to housing.
- Addressing housing concerns or maintenance issues in a timely manner while prioritizing issues appropriately.
- Appropriately prioritizes responding to phone calls, emails, maintenance requests and other communications; at times large volumes of calls and emails.
- Supports the organizations mission to provide a friendly and welcoming team and environment.
- Work collaboratively with staff members to support the overall mission of the organization.
- Utilizes basic Office programs and phone/tablet applications to document work, interactions and prepare tenant correspondence.
- Maintains office documents and maintains records of work products in accordance with HUD, DSAMH and other appropriate regulatory requirements.
- Assists with various office based projects as needed.
- Performs maintenance activities such as interior and exterior painting, carpet cleaning, general property maintenance, pest control activities, facility cleaning, and other maintenance activities.
- Maintain organization's vehicles to professionally represent the organization and to operate the vehicles in a safe and legal manner.
- Maintain work area, tools, office, and storage in an organized manner.

- Recommend the utilization of outside vendors as appropriate.
- Supervise the work of contractors to ensure it meets the standard of our organization while being performed in a safe and cost effective manner.
- Interacts with housing tenants, community members, volunteers and fellow organizational team members in a manner that affords dignity, respect and professionalism.
- Maintains adequate supplies, appropriately manages housing related purchases, stays within budget, and maintains records/receipts of all financial transactions.
- Able to effectively and appropriately operate and maintain various tools, pest control equipment and general equipment.
- Assists with data entry and database management of various office systems.
- Regularly interact with staff members to ensure expectations and deadlines are met.
- Assist with drafting letters and other correspondence when necessary for tenant communication.
- Manage tenant interactions, violation notifications, evictions and move-in processes in a professional and courteous manner.
- Bring significant mental health issue of tenants to the attention of the Senior Director of Housing and Facilities or other appropriate organizational director in a timely manner so that appropriate action can be initiated.
- Supervise volunteers to assist with performing projects, organization functions and tasks.
- Contact law enforcement, fire department, emergency medical services or crisis intervention services when appropriate to assist housing residents, volunteers, community members or organizational team members.
- Recognize training and professional limitations and enlist the assistance of other appropriate professionals in a timely manner instead of acting in the role of a mental health professional.
- Assists with completion and maintenance of various reports (i.e. expense reports, attendance reports, etc.).
- Manage multiple deadlines and timelines.
- Coordinate housing inspections when necessary.
- Make appropriate notifications of residents, providers and agencies.
- Complete inspection reports and assign work orders for items that are the organization's responsibility.
- Work with providers to address any concerns related to property or tenants.
- Assist with events and special projects.
- Assist with mental health advocacy by raising any concerns in a timely manner, gathering specific and reliable information and by making appropriate notifications.
- Ensure organizational vehicles are properly maintained, cleaned and damage or concerns reported to the Director of Housing in a timely manner.

Additional Duties and Responsibilities:

- Accomplishes all tasks as appropriate and as assigned by the COO/Deputy Executive Director and Sr Director of Housing & Facilities.
- Maintain working knowledge of organization's mission, Help Line, and other Agency functions.
- Attend and assist with fundraising events (i.e. annual walk), awareness programs, and the Agency's annual conference as required.
- Support other organization personnel when directed by the COO/Deputy Executive Director.
- Helps protect the reputation and mission of the organization.
- May be asked to complete errands or may be called upon to assist with answering incoming calls, greeting visitors, and HelpLine calls as needed; at times staffing the reception area.
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Experience, Education and Licensure:

Ability to meet people with ease; ability to communicate the written and spoken word with tact and diplomacy; good organizational skills; well disciplined, able to meet deadlines, able to take initiative, able to work under pressure of many priorities and deadlines; ability to work effectively with staff and volunteers; able to interact with tenants, community members, volunteers and colleagues in a professional and courteous manner; proficient use of Microsoft Word, and housing software programs. Must have effective interpersonal, email and phone skills. Fluency in English is essential. Reliable transportation is required. Must maintain a valid driver's license. Minimum education required: High School diploma or equivalent or an equivalent combination of education and professional work experience. Five years of prior experience with property maintenance and related activities are required.

Physical Demands:

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

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move 100 pounds and various weights. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily field based in a variety of environments, while performing the duties of this job, the employee is exposed to weather conditions prevalent at the time and extreme temperatures. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use tools; bend; reach; carry objects; operate common business tools such as computers and office machinery; climb stairs; balance; talk and hear.

Employee commonly is exposed to various chemicals including; cleaning agents, pesticides, paints, paint thinners, and other common maintenance products.

The noise level in the work environment varies and is usually low to moderate. Exposed to machinery/tool use noises.

General Sign Off:

The employee is expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

I have read and understand this explanation and job description.

Signature of Employee

Date