



## Assistant Director of Property Management

Property Management Department

### Mission Statement:

*Father Bill's & MainSpring is committed to ending and preventing homelessness in Southern Massachusetts with programs that provide emergency and permanent housing and help people obtain skills, jobs, housing, and services. We help people who are struggling with homelessness or are at risk of homelessness to achieve self-sufficiency.*

Father Bill's & MainSpring is a growing and dynamic social service agency with particular expertise in emergency and permanent housing, job training and placement, and prevention services for individuals and families in need. Over the next five years, our strategic focus includes an increase in affordable, permanent supportive housing, a more efficient model of care for families experiencing homelessness, commitment to an enhanced delivery model to reduce the need for shelter, and improved community relations in order to achieve these goals. Our staff are thoughtful and caring individuals who share our passion for these ideals and creative approaches to helping people improve their lives.

We offer a generous benefits package and a comprehensive orientation and training program, as well as ample opportunities for advancement for qualified individuals who show a commitment to our Mission.

### Position Summary:

The Assistant Director of Property Management will play a leadership role in the Department that manages and maintains over 25 properties as well as 200+ leased units in the community and commercial offices. This individual must have an understanding and empathy for those dealing with homelessness and other related issues. This individual will supervise all building and facility preventive maintenance and repair activities as well as develop and implement capital improvement plans. The Assistant Director will work as part of a team and effectively collaborate with staff delivering programs and services in buildings owned and operated by FBMS, as well as those leased on behalf of our Family Shelter program. FBMS has an excellent reputation and strong relationships with many public funders, nonprofit partners, and private landlords. It also has a longstanding commitment to program and strategic planning, and to evaluation of its performance outcomes and trends. This individual will continue to strengthen, develop, and expand this work. This full-time position reports directly to the Property Management Director

### Essential Responsibilities:

#### Leadership

- Leads property management team toward FBMS' mission, values, strategic plan and annual operational and financial plans.
- Provides direct supervision to Facilities Manager and SSFES Property Management Specialist.
- Develops strong positive relationships with outside partners, such as regulators, contractors, and local consultants to ensure successful accomplishment of projects and initiatives.
- Maintains strong partnerships and communication with internal stakeholders, including service and operations staff and other departments.
- Identifies internal and external expectations and exceeds them.
- Leads in a manner that is diplomatic, inclusive, transparent, communicative, open and fair, promoting high performance.
- Thrives while managing multiple simultaneous projects with little room for error.

- Highly organized with strong attention to detail and ability to meet deadlines.
- Comfortable and skilled in working with budgets and data.
- Strong analytical and planning skills.

### Facilities Management

- Provide oversight to work order system; create reports; analyze performance, evaluate functionality of software.
- Develop and monitor a preventive maintenance program within the confines of an annual budget. This includes building systems (HVAC, etc) as well as maintenance and repair of buildings and equipment.
- Manage vendor relationships regarding building maintenance and improvement, focusing on streamlining and consolidating vendors where possible; coordinate Requests for Proposal/ Bidding, as appropriate
- Manage all FBMS commercial office space maintenance, communication, leasing, and planning.
- Manage agency fleet/vehicle portfolio, including acquisition planning and EFM and WEX contract management.
- Maintain plan for fire evacuation and disaster response. Serve as facility Emergency Response Coordinator.
- Oversee Special Initiatives: Hazardous waste; 2. Environmental health and safety; 2. OSHA Regulations: training and compliance

### Capital Management

- In collaboration with Property Management Director, oversee FBMS' 10-year capital improvement plan, including establishing project priorities and budget projections.
- Project manage capital improvements activities, including establishing scopes of work and project schedules.
- Manage vendor selection, including drafting and issuing bid documents, evaluating proposals, and selecting contractors.
- Monitor projects, including timeliness and quality of work; conduct site visits; and coordinate activity with FBMS Program and Operations staff.
- Review and process invoices; monitor budget; report on activity to Finance and Development, as needed. submission; and grant reporting

### SSFES Portfolio Management

- Provide oversight SSFES portfolio of owned and leased properties.
- Conduct periodic inspection of units to assess quality of housing provided as well as workmanship of FBMS maintenance staff and 3<sup>rd</sup> party vendors.
- Monitor budgets (leasing, turnover, damage, etc) to ensure spending is within established limits.
- Provide training and support to SSFES Property Specialist and Family Program staff in areas such as basic maintenance and repair, inspection standards and landlord/tenant law.
- Provide backup coverage for the SSFES Property Maintenance Hotline.

### Financial Management

- Develop regular reports on progress, budgets and expenditures as it relates to various facility maintenance activities.
- Monitor fund balances of assigned programs and related financial activity for the purpose of ensuring that expenses are within budget limits and/or fiscal practices are followed.
- In partnership with Finance Department, maintain annual operating and capital budgets for the department, ensuring proper control and appropriate improvement plans are in place.

### Skills & Competencies:

- Empathy: An understanding and empathy for those dealing with homelessness and related issues.
- Professionalism: Maintains the highest level of professionalism in the delivery of services, building of relationships, collaboration with co-workers, and representation of Father Bill's & MainSpring within the organization and the community.

- Communication: Speaks appropriately in positive and/or negative conversations with supervisors, co-workers, volunteers, donors and constituents; Articulates the goals of Father Bill's & MainSpring.
- Record-Keeping: Routine clerical or record-keeping incidental to the essential responsibilities of the job (including, but not limited to, data entry and case file updates).
- Job Knowledge: Possesses the practical and technical knowledge required on the job.
- Attendance: Acceptable overall attendance record, consistently at work and on time.
- Reliability: Relied upon regarding task completion and follow-up. Follows instructions, responds to management direction and solicits feedback to improve performance.
- Initiative: Seeks out new assignments and is willing to be flexible with additional duties.
- Adherence to Policy: Follows safety and workplace expectations, regulations and processes as defined in the Employee Handbook.
- Work Ethic: Demonstrates a commitment to the Mission and adheres to the Operating Principles of Father Bill's & MainSpring and works as part of a team toward a common goal.

**Other:**

- Safety & Security: Actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Travel: Local travel may be required. Valid driver's license and good driving record required.
- Physical Demands: *The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations under the Americans with Disabilities Act (ADA) may be made to enable individuals with disabilities to perform the essential functions.*
  - Must be able to verbally convey detailed information or important instructions or ideas accurately or quickly. Must be able to hear average or normal conversations and receive ordinary information. Average visual acuity is necessary.

**Qualifications:**

Bachelor's Degree in Construction Management, Public Administration or similar with at least five years of experience in construction, construction management, or project management and three or more years of supervisory experience. PMP Certification a plus.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the employee. Other duties as assigned may be part of the job.

Father Bill's & MainSpring is an equal opportunity employer.