



SSFES Property Coordinator

Property Management

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 Property Coordinator is a full-time position reporting to the Property Management Director. This position provides support to the properties and the day-to-day operations of the 131+-bed Scattered Site Family Emergency Shelter program (SSFES) funded by the Department of Housing and Community Development (DHCD). Attention to detail, good organization skills, and a basic understanding of MA State Sanitary Code are a must. This position requires a Bachelor's Degree or equivalent, and 2-4 years of related experience.

Essential Responsibilities:

- Secure new and replacement units as needed; conduct housing search; obtain funder and SSFES Re Housing team management approval; and collect and maintain documentation of required inspections (e.g. Certificate of Fitness, Lead Paint Compliance, etc).
- Manage activities related to FBMS tenancies, including but not limited to executing written Tenancy at Will Agreements and Amendments, evaluating and processing rent increase requests, and issuing and/or responding to notices to vacate; maintain property files, including required inspections.
- Assess vacant units and coordinate unit turn-over within DCHD mandated time frames; inspect vacated units; submit work orders to Maintenance and/or WorkExpress; hire third party vendor, as needed; stock unit.
- Ensure units are appropriately stocked; maintain inventory for SSFES units in Distribution Center; order furniture, furnishings and other items as needed.
- Maintain strong communication with SSFES Re Housing teams; collaborate on placements, transfers, ADA requests, transfers, move outs and abandonments; inform Re Housing Managers and Case Managers of any concerns regarding participant and/or units Report any participant-caused damages or violations of program rules.
- Serve as primary contact with SSFES property owners; respond to questions or concerns; notify of maintenance and repair needs; send written communication as appropriate.

- Manage SSFES Maintenance Hotline; triage requests; submit work orders as appropriate; communicate activities with participants, property owners, and SSFES Re Housing team staff.
- Coordinate services and contracts with third party vendors, including but not limited to cleaning, pest control, trash removal and utilities; ensure service is high quality and reasonably priced; process invoices and troubleshoot payment issues; initiate and terminate service as needed.
- Maintain SSFES lock and key system, including mailboxes and lock boxes; assist with lockouts for program participants when needed.
- Prepare for and attend inspections conducted by the DHCD and/or other funders or oversight entities and ensure appropriate follow up to any findings; conduct regular (quarterly) inspections of SSFES units, report findings to SSFES Re Housing team, and coordinate any needed repair by FBMS and/or property owner.
- Draft and distribute letters and notices for program participants; ensure proper notice is provided for inspections.
- Complete administrative tasks and reporting, including but not limited to Daily Billing Log, monthly rent approval, quarterly SORB check, and insurance notifications.
- Track and monitor spending to ensure within budget parameters (e.g. rent, flips, furniture, and utilities)
- Communicate with DCHD and other funders as requested.
- Other duties as needed and as assigned by supervisor.

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.

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.