



**Position: Property Services Manager**  
*Property Management Division*

**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 (FBMS) is a growing and dynamic social service agency with 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 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:**

Father Bill's & MainSpring is seeking an experienced Property Services Manager for our Property Management Division. This new role will play a critical part in leveling up our Property Management process, optimizing customer service outcomes, and enhancing our Work Express janitorial program. The ideal candidate will be a well-rounded operations expert with strong problem solving, communication, and organizational skills; proven leadership and management qualities, the ability to work and interact in a team environment and is excited at the prospect of challenging the status quo to create an industry leading division in support of the FBMS Mission to end homelessness. Position requires a Bachelor's degree in business management or equivalent experience and 1 year Project, Program, and/or Construction Management experience. This is a full-time salaried position reporting to the Director of Property Management.

**Essential Responsibilities:** *(include but may not be limited to):*

- Oversee and manage the day-to-day operations of the work order request process of the property management division; coordinating the approval and distribution of maintenance requests, vehicle management, distribution services, leased documents and planned maintenance; Assure timely response to all requests.
- Manage PM service calendar and effectively communicate maintenance or project-based timelines to all stakeholders (requester, maintenance staff, operations team, vendor, etc.).
- Draft and maintain files and records of Contractor business information, construction contracts, Certificate of Insurance (COI), progress reports, change orders and payment schedules.
- Coordinate the movement of people, furniture, and functions as necessary in a timely, cooperative, and efficient manner.
- Work in collaboration with Property Management sub-divisions as well as FBMS teams across all platforms to develop strategy and process that will move the Agency towards its goals and mission.
- Manage and champion the program and services of the Work Express Program, an internally developed FBMS janitorial program; manage the Work Express supervisor and submit all communication for grant reporting and billing of services rendered as required per contract(s).

- Help set forth policies, procedures, and performance goals for the Work Express program and provide guidance to the FBMS programs case management team, the Work Express supervisor and internal and external requesters.
- Network within the business community to establish relationships with vendors, suppliers, employers, training providers and community partners to support the overall goals of the division.
- Maintain the Agency's relationship with the property management software vendor appropriately communicating workflow and training needs and /or troubleshooting any issues that arise.

**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.***