#

# Job Description

|  |  |  |
| --- | --- | --- |
| Position Title | Program/Department | Reports to |
| Director of Property Management  |  GSM Property Management |  Executive Director  |
| Employment Status | FLSA Status | Effective Date |
| [ ]  Temporary [x]  Full-Time [ ]  Part-Time | [ ]  Non-Exempt [x]  Exempt | December 2024 |

## Position Summary

The Director of Property Management will lead the Property Management Program within Good Samaritan. Objectives of this position include implementing practices which preserve housing, increase the number of affordable residential units, grow property management clients, and grow HOA management opportunities.

## Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

* Manage daily operations of the GSM Properties portfolio of rental units including

rent collection and disbursement, property maintenance, tenant care and communication, invoice processing, and maintaining accurate records of rental owner accounts.

* Foster relationships with property owners, landlords, and organizations such as churches and nonprofits to acquire or generate affordable rental units.
* Establish and follow property management agreements between property owners and GSM Properties, maintaining effective communication with property owners.
* Maintain compliance with MSHDA and any grants pertaining to property management.
* Oversee leasing, including advertising and showing properties, processing applications in accordance with Fair Housing laws, and executing rental agreements.
* Effectively track program income and expenses and provide owners with accurate monthly statements in collaboration with the finance staff.
* Inspect properties and arrange for repairs as necessary.
* Provide tenant/landlord mediation as appropriate to reduce evictions and encourage timely rent payments.
* Stay up to date on new initiatives that impact tenant or landlord rights or responsibilities.

## Minimum Qualifications (Knowledge, Skills, and Abilities)

* Possess comprehensive experience in property management at a senior level
(leasing, accounting, tenant communication, and maintenance)
* Extensive knowledge of Fair Housing law and Michigan landlord-tenant law
* Excellent organizational and financial acumen skills
* Ability to communicate effectively written and verbal
* Interpersonal skills with ability to maintain appropriate boundaries
* Knowledge and passionate about affordable housing

## Preferred Qualifications (Knowledge, Skills, and Abilities)

* Hold and maintain a Michigan real estate brokers license
* Ability to supervise staff and demonstrate leadership
* Ability to build relationships
* Ability to work flexible hours as needed, or be on call
* Knowledge of the Ottawa County resources

## Physical Demands and Work Environment

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

Countywide travel required and a flexible schedule to accommodate emergencies. Position requires frequent property inspections or travel for other training and events. Must have a valid driver’s license and have access to private vehicle for transportation.

## Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

### Reviewed with employee by

### Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Received and accepted by

### Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.