

JOB DESCRIPTION: DIRECTOR OF PROPERTY/HOUSING SERVICES

JOB TITLE: Director of Property/Housing Services

REPORTS TO: President/CEO

CLASSIFICATION: Exempt

POSITIONS SUPERVISED: Housing Staff and Maintenance Manager

Position Summary

The Property / Housing Services Director is responsible for the operations and asset management of every Humility of Mary Housing (HM Housing) site. Operations includes compliance with all funders' and regulatory agencies' housing and property requirements, daily apartment office duties and responsibilities, routine custodial services, and building and property preventive maintenance services. Asset management includes maintaining and planning for replacement of the buildings' major components (roof, siding, windows...); major systems (HVAC, plumbing, electrical...); and property (parking lot and drives, landscaping and drainage). Reporting to the HMHI President / CEO, the Property / Housing Services Officer is responsible for the development of and leadership over a comprehensive, financially viable property services program that supports all our residents in their search for a more abundant and self-sufficient life.

Position Responsibilities

Mission

- Reflects in all matters the values, ethics and purposes stated in the HM Housing mission, vision and core values.
- Reflects in words and deeds a primary commitment to bringing a more abundant life to all residents we serve.
- Builds and promotes a diverse and inclusive work force.

Operations

- Approves all property services staffing, aligning priorities with resources.
- Reviews, analyzes and updates the HM Housing property services program, inclusive of all sites.
- Insures development and ongoing updating of the menu of property services to be delivered and the means by which those services will be delivered.
- Utilizes evidence-based and/or promising practices in determining and assessing the content and delivery of all operational services.
- Develops and revises procedures and protocols for the delivery of operational services.
- Sets annual goals and activities for the housing ministry property services program.
- Establishes and monitors office management methods, recordkeeping and protocols.
- Establishes and monitors custodial and preventive maintenance protocols and outcomes.
- Determines the need and availability of community resources for services not provided by HM Housing. Coordinates Memoranda of Understanding for the provision of such services.

- Recognizes, analyzes and addresses critical and/or sensitive issues as they pertain to HM Housing property services priorities.
- Understands and patterns services to address those needs and priorities of the local property.
- Understands and insures all grant funded program service commitments are being met.

Asset Management

- Maintains, monitors and prepares for building system life cycles.
- Prepares and updates annually a capital assets inventory

Financial

- Participates with other key executives in the development of the overall HM Housing budget.
- Monitors and maintains the complete property services budget within HM Housing funding guidelines
- Collaborates with the Fund Development Officer to identify property service areas in need of financial support and assists in determining and carrying out fund development means.
- Recommends use of operating and replacement reserve funds.
- Follows procurement policy.

Administrative

- Develops and coordinates an annual plan for staff development and training that is consistent with the annual property services program goals and activities.
- Implements and manages the annual evaluation process for the property services program.
- Assigns responsibility for and oversees the provision of housing data for grant applications, reports and information system entry.
- Works in harmony with other leadership team members.

Quality Improvement

- Reviews and assesses quarterly property services content and practices in relation to approved outcomes, goals and staff performance.
- Reviews, assesses and revises as appropriate methods for determining achievement of property services outcomes, goals and activities as well as the level of personnel performance.
- Sets annual service outcomes, goals and activities.
- Sets and communicates to staff priorities, timelines, performance measures and clear accountability.
- Inspires a commitment to excellence by demonstrating passionate personal commitment.

Qualifications

- A passion for the mission of the HM Housing Ministry programs: bringing a more abundant life to all we serve.
- A commitment to excellence through personal commitment and property services knowledge.
- Five plus years of leadership experience in the housing field.

- Ability to work as a leader and as part of a regional management team
- Ability to achieve goals through a combination of individual effort and collaboration with others.
- Bachelor's Degree preferred.
- Experience in organizing and expanding programs and managing growth.
- Excellent verbal and written communication skills.

Working Conditions

Normal office working conditions. The employee conducts the day-to-day requirements of his or her job in a typical office environment, utilizing a computer and working at his/her own desk and other areas of the office. The noise level in the work environment is usually moderate.

Willingness and ability to travel to multiple agency facilities and other meetings that may be required.

Usual Physical Demands

The following physical demands are typically used to perform this job's essential duties and responsibilities. They are not qualification standards, rather they may be used to help the colleague, employee, or applicant identify where and how reasonable accommodations may be made when an otherwise qualified person is unable to perform the job's essential duties due to an ADA disability.

While performing the duties of this job, the employee frequently exhibits manual dexterity when working on the computer, and frequently talks and hears when working with job contacts. The employee frequently sits for extended periods of time, and occasionally stands and walks. Vision demands include close, relatively detailed vision, with the ability to adjust focus when typing and reading a computer screen and documents. Employee regularly lifts items up to 10 pounds, and occasionally lifts items up to 25 pounds

EMPLOYEE UNDERSTANDING AND AGREEMENT

This job description does not state or imply that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

By signing below, I acknowledge that this position description has been reviewed with me, and I have been given sufficient opportunity to ask questions and clarify understanding. I further acknowledge understanding of required job duties, responsibilities and performance expectations, and that I will perform duties and responsibilities to expected standards.

Applicant

Date