



Property Management Director

Classification: Exempt

Salary Grade: Negotiable

Reports to: Chief Operational Officer

Date: 1/24/2018

Tender Mercies transforms the lives of homeless adults with mental illness by providing security, dignity, and community in a place they call home. We provide permanent housing and supportive services in a residential setting in 6 buildings in Over-the-Rhine. At any one time, we can serve 150 adults with histories of mental illness and homelessness. To prevent a return to homelessness, we provide a safe, comfortable home along with a variety of supportive services with the goal of helping residents regain dignity, independence, and stability.

Summary/Objective

The Property Management Director will ensure safe, clean, welcoming, cost-effective, and professional oversight of all Tender Mercies Properties. The Property Management Director will foster teamwork, clear & effective communication, professionalism and create a positive work environment through a respectful, constructive and energetic style, guided by the objectives and mission of the company.

Duties and Responsibilities

- Adhere to Tender Mercies' mission, core values & principles, policies & procedures, continuous quality improvement program, customer service standards and strategic plan.
- Work respectfully and collaboratively with all Tender Mercies' departments to provide a continuum of quality services to residents and superior customer service to all.
- Hire, train, actively manage, and evaluate maintenance staff, oversee contracted custodial services, and direct service volunteers.
- Perform maintenance tasks as needed.
- Responsible for lease oversight, rent collection, enforcing House Rules, and evictions.
- Responsible for key request management.
- Responsible for work order management and clear follow-up communication with constituents.
- Responsible for creating, facilitating, and monitoring preventative maintenance program.
- Responsible for updating and training Emergency Drill and Property Management Policy & Procedures.
- Oversee contractors and ad hoc volunteer work crews participating in facilities improvement projects. Inspects work in progress to maintain performance standards, provide technical assistance, and manage project sequence to accomplish project goals.
- Responsible for overseeing quarterly resident room safety inspections.
- Maintain all building codes/specifications and accompany contractors, inspectors, and auditors on site visits and quality inspections.
- Provide strong, supportive leadership to staff.
- Implement and fully utilize a property management monitoring software
- Offer input and guidance to new building construction projects.
- Ensure 24/7 facilities on-call response.

Supervisory Responsibility

This position has overall supervisory responsibility for contracted custodial staff, and the maintenance technician teams.



Internal/External Contacts

Board of Directors, All staff, Contractors, City of Cincinnati (Historical, Building, Planning, & Neighborhood Services), Police Department, Fire Department.

Competences

Leadership, Communication, Strategic Thinking, Results Driven, Business Acumen, Decision Making, Financial Management

Expected Hours of Work

This position regular requires at least 40 hours per work week and occasional weekend and evening obligations.

Travel

Travel is primarily local during the business day, although some out of the area and overnight travel may be expected.

Education and Experience

Bachelor's Degree in Business, Non-Profit Organization or related field
5+ years property management
2 years building maintenance and 2 years construction

Benefits

Medical, Dental and Vision
Pension Plan/403b
Tuition Reimbursement
Flexible Work Schedule
Paid Parking

*Please send resume and cover letter to
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Kelli Halter at khalter@tendermerciesinc.org*