

JOB TITLE: PROPERTY MANAGER
Reports to: Chief Operating Officer
Job Status: Full-time, non-exempt, hourly

I. SUMMARY

The Property Manager is responsible for the maintenance of RTR housing, offices, warehouses, and other RTR buildings, contracting with HVAC, plumbing, carpentry and roofing contractors, as necessary. Works closely with the COO on budgets, monthly expenditures, and long-term maintenance plans.

The Property Manager is a team player who has a strong attention to detail, responds to situations in a timely manner, and who brings order to property management tasks. Directs the activity of the Maintenance and Fleet personnel and Grounds team, and coordinates activity with the Business Office, specific committees, Accounting, Volunteers-in-Action (VIA) and HR teams.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

A. Management of Department Functions

- 1. Goal Setting:** Aligns the Community Operations teams' baseline duties and projects with organizational goals in an integrated, interdependent team environment. Performs other duties as assigned.
- 2. Stewardship:** Meets budget, project and/or sales goals and provides regular reports to supervisors as requested. Oversees monthly expenditures and cash flow to work within team's budget. Improves stewardship of area labor, time, and financial resources, with an awareness of team's cash flow effects on quarterly spending cycles.
- 3. Planning:** Utilizes critical thinking in problem solving and project planning. Identifies, evaluates, and implements continuous workflow improvement. Works effectively and cross-functionally with other teams in areas where multiple teams are regularly involved, especially with quarterly conference activities.
- 4. Accountability:** Tracks team's key measurements for baseline duties and projects. Provides timely assessment feedback to team members and reports to area supervisor. Works off-hours/weekends, as needed, to support key projects and quarterly conferences.

B. Management of Direct Reports

- 1. Culture:** Builds the culture of Maitreya's Mystery School through maintaining and improving team morale by giving each employee value and security.
- 2. Team Environment:** Provides team members with clear direction with measurable goals. Trains and develops team talent, especially on project planning and management, problem solving, time management, and critical thinking. Creates and maintains written standard operating procedures for the tasks and processes.

- 3. Working Environment:** Monitors feedback and resolves negative reviews on the team's performance. Communicates clearly, effectively, and collaboratively with other teams to professionally problem solve in an ever-changing work situation.
- 4. Performance Evaluations:** Gives regular performance feedback and holds annual written employee performance evaluations. Provides HR and employee the completed evaluation form.
- 5. Scheduling:** Monitors schedules and keeps overtime pay to a minimum. Approves employee hours in the online payroll software.
- 6. Storage:** Directs regular cleanup and maintenance of team's physical and digital storage areas. Participate in and help direct Clean-up Day one to two times per year.

III. SPECIFIC ROLES AND RESPONSIBILITIES

A. Property Manager

- 1. Property Management Knowledge:** Is trained in Montana Residential Landlord and Tenant Act and other laws governing company provided employee rentals.
- 2. Infrastructure Maintenance:** Directs the maintenance of RTR housing, offices, warehouses, water and sewer infrastructure, and all other RTR buildings. As needed, deals with licensed contractors such as engineering, HVAC, plumbing, carpentry, and roofing contractors. Ensures all property operations adhere to Montana and federal laws.
- 3. Accounting:**
 - a. Collects first and last month's rent plus the security deposit from new renters. Issues all housing leases, move-in move out reports, parking leases, sec deposits and returns, and maintains the online Rentec Direct ledger and trust bank account for security deposits. Keeps records of monthly payments and works with the organization's Cash Receipts Associate on processing checks.
 - b. Keeps track of all receipts and enter into the online Gorilla app and submit online report monthly
 - c. Tracks rent payments and utility costs. Works with accounting on check deposits, cash deposits, income and security deposit reports
- 4. Inspections:** Oversees Grounds scheduling of inspections for fire extinguishers, boilers, kitchen, fire suppression, and alarm systems,
- 45 Key Manager:** Handles new key requests from the COO and collects returned keys from HR. Oversees the making of new keys. Maintains a list of codes to keypad door locks and expands installation of keypad door locks. Assists tenants when they get locked out of their units, coordinating with security personnel, as needed.
- 6. Repair Facilitator:** Receives renter maintenance reports, consults with the Associate Director of Community Operations on major repairs, and arranges for damage repairs to be completed by subcontractors.
 - a. For each building on the RTR, prepares and maintains a list of their current condition, required maintenance or repairs, rodent deterrent program, and miscellaneous data. Schedules maintenance work with contractors and tenants.

- b. Consults with the COO to update the long-range schedule of major repairs on units, such as re-roofing, painting the exterior of dwellings, sidewalks, and grounds improvement. Manages the rental maintenance budget.
 - c. Meets/works with contractors: schedules appointments, approves and sends invoices to accounting.
 - d. Oversees repairs or purchases of:
 - 1) Appliances and arranges for installation in buildings owned by the organization;
 - 2) Fire alarms and carbon monoxide detectors;
 - 3) Community laundry machines.
- 7. Rental Operations Manager:** Oversees rental property operations, including:
- a. **Furnishings:** Requisitions furnishing for housing units from the Transfer and Storage Worker.
 - b. **Vacancies:** Serves on the Housing Committee to handle staff and long-term volunteer housing applications and VIA/conference housing needs. Posts signs or e-mail notices to advertise vacancies; shows empty units to prospective tenants.
 - c. **Damages:** Inspects vacated units for damages and determines whether the security deposit can be returned. Arranges for damage repairs. Oversees rodent control in buildings, especially unoccupied buildings, using traps and other methods.
 - d. **Housekeeping Coordinator:** Coordinates with housekeeping staff or VIA regarding--
 - 1) **Cleaning:** Supervises the Custodian and the Maintenance Technician (and potential volunteers) in cleaning Kuan Yin's Chapel, El Morya's Chapel, and King Arthur's Court (coordinating with Ministry on these last two), main office building, and various meeting rooms, especially before and after major events.
 - 2) **Vacated Rentals:** Works with VIA or housekeeping contractors to clean and prepare rental units for the next tenant.
 - 3) **Conference Prep:** Works with different teams, e.g., VIA or the Family and Youth Team on preparation of conference housing at the RTR.
 - f. **Seasonal Adjustments:** Ensures Maintenance Technician prepares buildings for winter mothballing and summer usage.
- 8. Renter Communications:**
- a. Responds to residents' complaints and concerns in a timely manner. Apprises them of what is possible and what is impossible in handling complaints.
 - b. Enforces lease agreement regarding complaints of excessive noise, disorderly conduct, cluttered premises, or misuse of property.
 - c. Communicates with residents on explaining the lease, building usage, rental inspection sheets, and filing damage reports.
 - d. Sends out timely warning emails to residents during the cold season (drip faucets) and regarding bear activity and safety.

B. Asset Stewardship

- 1. **Excess Inventory Disposal:** Develops and executes a plan for the disposal of excess or unusable RTR inventory (furniture, etc.). Provides recommendations to the COO for the sale or disposal of non-essential assets; facilitates the sale. Coordinates with the Transfer and Storage Worker for prompt removal of all sold or junked items.

2. Warehouse/Storage: Heads up the cross-team, i.e., the Warehouse/Storage Team to:

- a. Bring greater order and security to the organization's warehouse areas and employees' personal storage areas;
- b. Maximize creation of more working space in current buildings; and
- c. Consolidate the organization's warehoused items with team areas.

IV. EDUCATION AND WORK EXPERIENCE: Bachelor's degree in business or accounting or two or more years' experience in property management, general contracting, engineering work or an equivalent combination of entrepreneurial business experience and education.

V. KNOWLEDGE, SKILLS, COMPETENCIES, AND LICENSES

- A.** Ideal customer service and team management skills. Ability to communicate effectively with property owners, contractors, and tenants.
- B.** Strong negotiating and interpersonal skills for handling conflict resolution.
- C.** Sound judgment; decision-making skills; problem solving.
- D.** Financial skills; managing a budget.
- E.** High level of organization; attention to detail; uses personal initiative.
- F.** Possesses a valid driver's license.

VI. ACCOMMODATIONS: Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

VII. BENEFITS: Following the probationary period, full-time employees (30+ hours per week) are eligible for employee benefits--Health Plan, Life Insurance, and Paid Time Off (vacation, sick leave, holidays). Human Resources has information on all benefits.

VIII. OVERTIME: Employees in a non-exempt status who work over 40 hours in one week are entitled to overtime compensation.

IX. LEGAL HOLIDAYS OBSERVED: Presidents' Day, Memorial Day, July 4th (floating), Labor Day, Thanksgiving and that Friday, Christmas Day, and New Year's Day (floating).

APPROVAL

The Manager's signature below indicates that this job description is approved.

_____ Date: _____

The employee's signature below indicates the employee's understanding of the requirements, essential functions, and duties of this position.

_____ Date: _____