



# Property Manager

MAPLE VALLEY, WA /

SPECIALIZED AND INTEGRATED SERVICES KING COUNTY - KING COUNTY SERVICES  
HOUSING /

FULL-TIME / ON-SITE

## Why work with YWCA Seattle King Snohomish?

YWCA SKS is the region's largest non-profit organization with a 120+ year legacy, focused on the needs of women, with programs serving 7,000 people each year. When you work with YWCA, you make a difference.

We're women and BIPOC-led, family-centered, and supportive of employees. As a full-time YWCA employee (30+ hours), you'll enjoy a benefits package including medical insurance, generous vacation, holiday, sick leave plans, and an outstanding retirement plan. Put your passion for racial equity and social justice to work – **apply today!**

## What You'll Do

The Housing Services Manager is responsible for coordinating and overseeing the daily property management and resident services functions that support residents' well-being, enhances their quality of life, and increases their opportunities to connect with their neighbors and with their community. This position ensures these functions are carried out in accordance with established internal policies, laws and other requirements.

This position has a social justice component that requires critical thinking through the lens of racism and intersections with poverty. This position is required to participate in activities that support the organization's mission, including participating in race and social justice trainings and attending Social Justice Accountability Team (SJAT) meetings. Knowing the core principles of antiracism and grounding those principles in everyday work are required job skills and core values. As an equal opportunity employer, we highly encourage people of color to apply.

**Hours per week:** 40

**Hourly pay range:** \$23.00 - \$25.00

## **Responsibilities**

- Actively engages in agency-wide Race and Social Justice Initiative (RSJI) and strives for racially equitable outcomes; takes responsibility for creating and maintaining a safe and welcoming community by making room for people of color, trans and gender-non-conforming folks, and other populations who routinely encounter systemic oppressions.
- Adhere to all Volunteer Services protocol relative to volunteer usage, recognition, and monitoring
- Attend required safety trainings and meetings; follow all safety and health guidelines, standards, practices, policies, and procedures; and actively participate in the agency's Emergency Preparedness program and activities
- Actively build positive relationships with applicants, residents, and staff
- Coach and mentor direct reports to provide culturally relevant conflict resolution and problem-solving strategies

- When needed, serve as the key point of contact if the Housing Director cannot be contacted for decisions
- Serve as an internal trainer to other staff on all aspects of property management and resident services functions
- **Resident Support**
- Identify, develop, and maintain community service referral partnerships and resources that support residents in achieving their objectives
- Provide direct services to residents as needed
- Respond to grievances as needed
- **Administrative & Financial**
- Monitor rent collections to ensure resident rent is being paid in a timely manner
- Assist with budget creation and ensure program expenditures are within approved budget and detailed review on vendor invoices
- Ensure resident files are current, accurate and easily understood
- Represent the YWCA in legal hearings, as needed
- Conduct local market studies and make recommendations regarding rent levels and deposits
- **Leasing & Compliance**
- Strong understanding of all compliance within Tax Credit, Fair Housing and Landlord Tenant laws/regulations
- Maintain data records to support compliance reports
- Work closely with Asset Management department to ensure property compliance
- **Facilities & Maintenance**
- In coordination with the general maintenance staff, ensure common areas are neat, safe, and sanitary
- Participate in 24/7 emergency and lockout response
- Carry out site safety inspections and trainings per the safety manual
- Notify the appropriate facilities and/or housing maintenance staff as needed in a timely manner to correct unsafe conditions and other building needs as identified

- Schedule and coordinate unit inspections
- Participate in pest control prevention and management efforts that will include receiving and providing training on proper pest control identification, treatments, employee protections and resident communications.
- Duties will include, but not be limited to, unit inspections, pest identification, resident communications, unit preparation coordination, scheduling treatments and conducting follow up inspections
- This position description generally describes the principal functions of the position, the level of knowledge and skills typically required and the general scope of responsibility. It is not intended as a complete list of specific duties and responsibilities and should not be considered an all-inclusive listing of work requirements. Individuals will perform other duties as assigned

## Minimum Qualifications

- Minimum 2 years of experience in property management as an apartment manager or closely related position in a role that required:
- Routine customer service interaction that could involve delivering information that is negative/punitive in nature
- Consistent application of established policies, procedures, laws, and regulations
- Ability to organize, prioritize, and perform multiple routine and non-routine tasks within timely manner
- High degree of discretion and excellent judgment
- Demonstrated ability to work effectively under stressful conditions
- Demonstrated ability to effectively manage and meet multiple deadlines within tight time constraints and non-routine work
- Good organizational skills: ability to prioritize and handle multiple tasks with frequent interruptions and changes in priorities.
- **Core Competencies Expected:** Fostering Diversity, Race & Social Justice Advocacy, Adaptability, Analytical Thinking, Attention to Detail, Caring, Collaboration, Communication, Crisis Management, Customer Service, Discernment/Judgment, Ethics and Integrity, Flexibility,

Fostering Diversity, Holding People Accountable, Initiative, Interpersonal Skills, Personal Credibility, Planning & Organizing (Time Management), Problem Solving, Process Management, Relationship Building, Reliability

## Physical Demands

- All positions at YWCA Seattle King Snohomish are exposed to clients who have experienced or are experiencing trauma in various forms including but not limited to domestic violence, sexual violence, homelessness, unemployment, financial hardship, etc. As a result, staff are at risk of secondary trauma. Employees are encouraged to seek external support and maintain self-care when working indirectly or directly with clients
- Continuously performs indoor work including sitting while operating a computer
- Continuously exchanges information through listening and talking with clients, agency staff, employers, representatives of community organizations and other individuals in the community
- Frequently stands, walks, sits, and climbs in performing duties in the workspace and in the community
- Frequently reaches and grasps in using telephones, computers, fax machines and other office equipment and supplies
- Occasionally lifts/carries 10 pounds or less
- Occasionally stands, squats, kneels, and bends while performing job duties
- *\*Continuously = Over 80% of the time \* Frequently = 20-80% \* Occasionally = Under 20%*

#LI-Onsite

## YWCA encourages applicants with a variety of experiences to apply!

We recognize people gain knowledge, skills, and abilities through various experiences. For this reason, professional, academic, lived and volunteer/community-based experiences will all be considered in the application review process.

## Vaccination Requirement

All new hires must be vaccinated in accordance with CDC guidelines before their first day of employment.

## Mental Health Considerations

All employees of the YWCA interact with clients who have experienced or are experiencing trauma in various forms, including but not limited to, racial trauma, domestic violence, sexual violence, homelessness, unemployment, and financial hardship. As a result, employees are at risk of secondary trauma. We encourage employees to seek support inside and outside the workplace and maintain self-care routines.


## Equal Opportunity Employment

YWCA Seattle King Snohomish is an Equal Opportunity Employer. To read more about this, view the EEO is the Law Poster and this EEO is the Law Poster Supplement.

## For more information

Contact us at [careers@ywcaworks.org](mailto:careers@ywcaworks.org) with any questions or if you need accommodation for your application.

[YWCA Seattle King Snohomish Home Page](#)

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