

## **DIAL/SELF Youth & Community Services Position Description**

**Title:** Property Management Assistant

**Department:** Administration

**Primary Supervisor:** Executive Director (most work done in coordination with Facilities Coordinator and Operations Director)

**Employment Type:** Full-Time (37.5 hours per week), non-exempt employee, with plan to shift to a coordinator level role in Fall/Winter 2021.

### **Job Summary:**

DIAL/SELF is committed to creating a culture of diversity, equity and inclusion, and the work of this position requires applicants be able and willing to embrace this commitment. The Property Management Assistant (PMA) will work with the Facilities Coordinator to help support the needs of the properties owned, leased and managed by DIAL/SELF and its LLCs. The PMA will assist in performing needed tasks in accordance with maintenance schedules and working with volunteers and contractors to assist when additional support is required. The PMA has been created as a learning position as part of plan to step into the Facilities Coordinator role. As of the version date below, DIAL/SELF leases, owns or manages properties in Greenfield, Turners Falls, Orange, and Northampton, MA. Properties are a combination of program/office space and residential apartments. This position is an in-person position that requires regular travel and working in apartments occupied by youth and young adults.

### **Qualifications:**

- Applicants with lived experience (such as navigating homelessness and housing instability as young adult) strongly preferred.
- Applicants with Spanish fluency strongly preferred
- Appropriate maintenance and landscaping experience
- Appropriate training and education
- Ability to manage multiple-tasks with varying degrees of priority that can change from day to day.
- Ability to work effectively with minimal supervision
- Ability to manage stressful situations, prioritize, problem-solve effectively, and maintain professional boundaries.
- Effective communication and interpersonal skills for interacting with young adults, staff and vendors
- Basic competency with smartphones, tablets, email and web-based data entry systems.
- Ability to provide coverage as part of a 24 hour internal on-call hotline team on a rotating schedule with other staff (additional compensation for on-call shifts)
- Ability to walk up and down 3 flights of stairs, use heavy machinery and lift and carry over 50lbs
- Must have a valid driver's license, reliable transportation, pass a variety of background checks (CORI, SORI, EEC, FBI, Auto)

### **Duties and Responsibilities:**

- Maintain buildings and grounds in accordance with agency property maintenance schedules [basic landscaping, apartment turnovers, spackling, painting, minor apartment and building repairs, fixture replacements, etc]
- Update maintenance schedules as needed
- Clean, sanitize and repair property common spaces and apartments as needed [vacuum, mop, trash/recycle removal, deep clean, power wash, etc]
- Maintain, acquire and organize agency cleaning and maintenance equipment as needed
- Coordinate with other agency staff and landlords as needed
- Interact and support contractors as needed
- Shovel, snow blow and/or supplement snow plow contractor as needed
- Participate in appropriate trainings and staff meetings.
- Other duties as assigned

### **Compensation:**

- 15/Hour (+0.50/hour Spanish Fluency, +0.50/hour relevant Lived Experience experiencing homelessness as a YYA)
- Health New England, Delta Dental (70% employer paid)
- MA Extended Family & Medical Leave (100% employer paid)
- 12 Paid Sick & 20 Days of Paid Time Off per fiscal year at starting