



POSITION TITLE: Property Manager

REPORTS TO: Family Shelter Program Manager

POSITION TYPE: Full time, hourly

SALARY: Hiring range \$28.00-\$29.00 per hour DOQ; full position range \$28.00-\$29.00

BENEFITS: Full benefits package including: medical, dental, vision, holidays (90 hours per fiscal year, days chosen by employee), vacation (2 weeks per year- accrued per hour worked), and sick leave (12 days/year- accrued per hour worked). 401k contribution after 12 months of employment.

HOURS: Full time 35hours per week, Monday-Thursday 9-5, Friday 9-2PM. Occasional nights/weekends.

LOCATION: This position is based full-time out of Pear Blossom Place in downtown Olympia.

About Us: Family Support Center of South Sound is a nonprofit 501c3 multi-service agency located in Olympia, Washington, founded in 1992 to provide families and survivors of domestic violence, sexual assault, stalking, and human trafficking with coordinated supportive services in one centralized location with the mission, “*Working Together to Strengthen All Families and Survivors*”. The Family Support Center seeks to build strong, healthy, safe, and hopeful families through collaborative programs and services, with the goal to reduce the impacts of family and child poverty, homelessness, and family violence in the South Sound community.

Position Summary: The Property Manager is responsible for the overall management, operation, and maintenance of properties owned by the Family Support Center of South Sound which are utilized to provide shelter or permanent housing for highly vulnerable families with children and/or survivors of domestic violence. This includes Pear Blossom Place: A Family Support Community—a two-story facility that houses a 30-bed emergency shelter for families and seven permanent affordable housing apartments. Additionally, the portfolio includes two single-family homes and a duplex located near the Family Support Center's main campus in Olympia, as well as any properties managed under master lease agreements. The Property Manager will also provide support to the Building Manager at Family Support Centers main campus assisting with repair and maintenance as needed.

All tenants in these properties receive housing subsidies, contribute 30% of their adjusted income toward rent, and may reside in the units long-term. The Property Manager ensures compliance with programmatic requirements for all associated funding such as Housing Trust Fund, HOME, and various rental assistance programs. Core responsibilities include rent collection, tracking payment plans, prompt unit turnover, and coordination of legal proceedings, such as evictions, when necessary.

The Property Manager conducts regular inspections of units and buildings, performs routine maintenance and repairs, and coordinates with contractors for tasks beyond their expertise to ensure all properties are well-maintained. Additionally, the Property Manager reviews and updates property maintenance plans to ensure efficient operations and the long-term upkeep of all facilities.

Preferred Skills & Experience:

- Experience: 2+ years’ experience working in affordable housing, property management, or related field.
- Knowledge of Washington State landlord/tenant laws, City of Olympia housing requirements, fair housing, reasonable accommodations, housing quality standards inspections, etc.
- Strong written and verbal communication
- General maintenance/repair skills such as ability to replace doors, window screens, basic flooring repair

- Technology: Proficient in computer use, including Microsoft Windows programs, and electronic data base systems such as Apricot, WBARS, HMIS.
- Experience accepting and processing rental payments, managing payment plans, and accurate rental ledgers
- Detailed oriented
- Experience working with households experiencing homelessness or crisis
- Understanding of best practices such as harm reduction, low barrier services, housing first, trauma informed care.

Licenses & Other Requirements:

- Must pass comprehensive background check
- Washington State Driver's License
- Fully insurable driving record

Duties and Responsibilities:

- Update available unit postings, being sure to follow all required fair housing/marketing guidelines, and widely sharing with all Family Support Center staff in order to ensure units are quickly turned over.
- Work alongside Family Shelter Program Manager and any case management staff during application and initial lease up period with new tenants, in addition to Housing Authority of Thurston County staff.
- Manage the overall leasing process; screen prospective tenants, develop rental agreements, complete move in/move out inspections, assign keys, etc. This includes FSC owned properties as well as master leased units.
- Collect and track rent payments, follow up with tenants regarding past due rent, distribute late notices and facilitate eviction process when necessary.
- Maintain thorough, up to date, and accurate tenant files, including all required information for program funders.
- Work to reduce vacancy time as much as possible; goal to have units turned over and leased up within 14 days.
- Ensure all program reports and facility inspections are completed and submitted in a timely manner, to Department of Commerce (HTF), Thurston Co Public Health & Social Services (HOME), and Housing Authority of Thurston County (tenant rental subsidies).
- Collaborate with Program Manager to implement the maintenance plan to ensure facilities including: grounds, shelter units, apartments, and shared spaces are properly maintained.
- Monitor the physical condition of the property and respond to tenant repair and maintenance requests.
- Complete minor repairs/maintenance as appropriate. Schedule and supervise vendors and sub-contractors to provide additional necessary routine and non-routine maintenance, repairs, and services to ensure the ongoing safety, aesthetic appeal and function of the facilities.
- Support maintenance staff at Family Support Centers Main Campus with minor repairs and maintenance.
- Respond to resident concerns: mediate disputes, enforce policy and procedures.
- Support tenants with a lens of trauma informed care and other best/promising practices that guide the organization; operate in alignment with organization's mission, vision, and values.
- Document and navigate Reasonable Accommodation requests.
- Maintain knowledge of and ensure compliance with local, state, & federal landlord/tenant law, Section 8, and individual grant funding guidelines.
- Order replacement items/parts/keys as needed for units; ensure all receipts are turned into the

Administrative Assistant in a timely manner. Collaborate with the Family Shelter Program Manager as needed for other purchases or items needed for the property.

- Support agency staff in understanding and properly completing Housing Quality Standards Inspections, providing regular training and shadowing opportunities.
- Attend scheduled staff meetings and communicate program needs to the Family Shelter Program Manager.
- Collaborate with the Family Shelter Program Manager and Campus Building Manager regarding facility/maintenance needs for each property.
- Respond to afterhours facility emergencies as needed i.e.: water leaks, lock outs etc.
- Other duties as assigned.

Individuals interested in applying should submit resume, cover letter, and three professional references via email to Hiring Department at [hiring@fscss.org](mailto: hiring@fscss.org) or by mail to 3545 7th Ave SW Suite 200, Olympia, WA 98502. No phone calls please. Position open until filled.

Family Support Center is an equal opportunity employer and service provider. Family Support Center shall not discriminate against any person on the basis of any legally protected status including, but not limited to: age, citizenship, color, disability, health condition, ethnicity, marital status, national origin, religion, sex, or sexual orientation.