



## **Make Ready Manager** Job Description

**Overview:** Beyond Housing exists because home matters. We begin with actual houses and housing preservation, focusing on quality and stability to give people a place to start. But there is more to a home than the house ~ home is about the life that happens in and around the house, as well as the life that fuels and draws out the best of the people within it. That life, in turn, is shaped by the community, its influences, its structures, and the people and dynamics that define it.

Beyond Housing helps entire communities become better places to live. We engage where we're needed, focusing on building consensus among leaders, providing and preserving housing, fostering community structures that shape lives, and guiding systems that make people's lives better.

We lead with vision for what a community can be ~ every community is different, but thriving communities tend to share the same basic set of positive traits regarding housing, safety, education, health, infrastructure, and access to basic human services.

We bring together leaders and resources, volunteers, and citizens, and pursue a wide assortment of creative approaches to build stronger, healthier communities for life.

Finally, we are community builders, not kingdom builders. "It's their neighborhood, future, & dreams". Our objective is to help build and contribute the good things we do for the sake of adding value to the lives of the people we're honored to serve.

**Position:** The Make Ready Manager (MRM) is essential to the effective and efficient operation of the Maintenance Department. The Department consists of 400 scattered site single family rental homes, 30 Community Land Trust homeowners, 2 multifamily senior living buildings with 95 apartments, and 5 commercial buildings including office headquarters, family support center, cinema, health center, and retail strip including a café.

The MRM would manage the successful turnover of vacant homes in a 30-day time period from day of move out.

### **Responsibilities include, but are not limited to:**

- Provide the highest degree of customer service when working with residents and vendors.
- Install alarm, lockbox, change locks, and create scope of work on day of move out.
- Schedule trash out within 24 hours.
- Schedule paint within 3 days of move out.
- Complete full turnover within 30 days, including scheduling cleaning, fence lines, and inspections.
- Directly supervise Make Ready Tech (I) and assign daily work related to turnovers.
- Submit large expenses to supervisor for approval.
- Manage vendors that are assigned to complete the work during the make ready process (painters, maintenance, cleaners, trash out).
- Update shared Vacancy List and communicate updates to the maintenance and property management team related to timelines and delays.
- Complete final walkthrough to ensure all work meets BH standards.
- Ensure occupancy inspections are scheduled and complete 1 week before scheduled move in.
- Other duties as assigned.



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### **Personal Qualities:**

- **Collaborative** -- A dynamic personality that is collaboratively minded, can recognize and identify strengths, seek consensus around mutual goals, and build meaningful relationships.
- **Creative and Curious** -- A systems-thinker and builder, who is not afraid to be innovative in designing solutions and has skills in articulating these ideas and concepts.
- **Methodical** -- Strong analytical, systems, and problem-solving skills to evaluate performance, prepare reports, and recommend/implement solutions using independent judgment. Ability to move from concepts to action through strong program design and evaluation.
- **Reliable** -- Leadership skills that reflect and value a team approach, demonstrated integrity, effectiveness, efficiency, and the ability to deliver high quality service. Highly capable of handling multiple tasks, projects, and timelines. Excellent oral and written communications skills.
- **Trusted** -- Ability to work with residents, partners, and staff of diversified backgrounds with a positive, optimistic, solutions-oriented attitude. Shares a deep respect for the community, its stakeholders and the residents that we serve.
- **Driven** -- Passion for the work and an interest in continuous learning and improvement.

### **Preferred Experience and Qualifications:**

- High school diploma or GED required.
- 4 years' experience in rental or commercial maintenance, required.
- EPA Universal Certification required.
- An above average knowledge of electrical, plumbing, carpentry, and mechanical systems.
- Excellent interpersonal and verbal communication skills, with the ability to communicate in a professional and cordial manner with co-workers, residents, and vendors.
- Excellent verbal and written communication skills required.
- Computer literate including MS Word, Excel, PowerPoint, and Outlook required.
- Ability to work effectively in both individual and group settings.
- Ability to multi-task in a fast-paced environment and use independent judgment.
- Hire, Train and supervise Make Ready Tech
- Must have valid license and reliable transportation.

### **Supervisor:**

- Maintenance Superintendent

### **Supervises:**

- Make Ready Tech

### **Salary and Benefits:**

- Full-time hourly position with benefits for full-time position as determined in current Beyond Housing Employee Handbook
- Pay rate: \$22-\$24/hr.



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### **Application Instructions:**

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*The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Beyond Housing is an Equal Opportunity Employer.*

**ADA** – Beyond Housing is committed to furthering the purpose of the American with Disabilities Act (ADA). The company is always willing to consider reasonable accommodations, which may allow a disabled person to perform this or any other job. The **Summary of Physical Requirements** is a list of what we believe at this point to be necessary in order to perform the essential functions of the job.

**Diversity & Inclusion Statement** At Beyond Housing, we are committed to promoting **Diversity, Inclusion, and Equity** throughout our organization and culture. We strive to understand and appreciate the individuality of every employee and create a better place to work for all. We nurture a culture where everyone positively acknowledges equity through action and is aware, understanding, and appreciative of diversity.

Our vision is to go beyond simple tolerance and fully embrace the things that make each person unique. We recognize that our employees' differences support our ability to advance equity for the communities we serve. Further, we understand that equity is critical to the fulfillment of our mission to help entire communities become better places to live.