



MULTI-SERVICE CENTER

Housing Stability & Property Manager

At Multi-Service Center (MSC), we believe that equity, connection, diversity, integrity, and belonging make us a stronger team to achieve our goals. Our mission is to uplift communities by increasing equitable access to advocacy, opportunities, and well-being. By joining MSC, you too can be part of the team that works to empower individuals and help create thriving communities. If you are looking for something that contributes to your sense of purpose and impacts our local community, then you will want to know more about us, our values and culture, and our opportunity.

We offer a comprehensive benefits package that includes a choice of two health plans, dental and vision plan paid by the employer; life insurance (1X annual base pay) and long-term disability insurance (60%); FSA, HRA; 401K; 3 weeks of vacation to start, 12 days sick leave and 14 paid holidays including your birthday; Family building benefit up to \$3,000, and a Sabbatical program for tenured employees. You can find more information on the [Careers Page](#) of our website.

Any job offer will be contingent on a satisfactory background check, as determined by MSC.

The William J. Wood Veterans House (WJW) opened in December 2016 and provides affordable housing for veterans and their families who are experiencing homelessness or are at imminent risk of homelessness. The community includes 44 one-, two-, and three-bedroom units, all eligible for rental assistance through the HUD-VASH Program in partnership with the King County Housing Authority.

WJW offers a range of amenities including on-site parking, community spaces, exercise facilities, computer labs, and security services. Residents have access to comprehensive supportive services including case management, employment assistance, child advocacy, and connections to community resources. On-site partners include Multi-Service Center (MSC), the King County Housing Authority, and the U.S. Department of Veterans Affairs.

The Housing Stability and Property Manager (HS&PM) in alignment with MSC's mission provides leadership and oversight of housing operations, property management, resident services, maintenance functions, and staff supervision to ensure a safe, stable, and supportive living environment. This position is responsible for integrating Housing First, trauma-informed, DEI, and resident-centered practices with effective property management and operational oversight to promote housing stability, resident well-being, and program compliance. The position ensures compliance with affordable housing regulations, Housing Choice Voucher (Section 8) requirements, funder and investor expectations, and agency policies.

The **HS&PM** serves as the primary leader for housing operations and supportive services, promoting housing retention, resident engagement, and quality outcomes for veterans and their families. This position will report to the Economic Opportunity Director and collaborate with Chief Operations Officer (COO) to support around asset and property management.

Status, Schedule, Location:

- Employment Status: NON-EXEMPT or EXEMPT DEPENDENT UPON SALARY PLACEMENT.
- Work Schedule: Monday through Friday, generally between 8:30 a.m. and 5:00 p.m. Some evening hours may be required to support program activities and participant needs. Work schedules may be adjusted within these hours to accommodate program and MSC requirements.
- Work Location: 29404 PACIFIC HWY S, FEDERAL WAY, WA 98003. This position is primarily onsite.

Wage/Salary Range:

- Salary Grade 17: MIN \$36.84 – MID \$41.93 - MAX \$48.19. The pay range corresponds to the 2026-2027 MSC fiscal year.
- All candidates will be placed in the range affected by many factors, including their overall experience, education, and languages beyond the requirements. New hires will be capped at step 21 \$44.95 if their step placement lands in the highest range.

Overview of Responsibilities:

Program Leadership & Operations

- Provide leadership and oversight for all housing, resident services, property management, maintenance, and administrative operations at William J. Wood Veterans House.
- Oversee the daily operations of a 44-unit affordable housing community serving veterans and their families.
- Ensure effective coordination between housing operations, resident services, maintenance activities, and community partnerships.
- Monitor occupancy, resident retention, housing stability outcomes, and overall program performance.
- Develop, implement, and evaluate operational procedures that support resident success and efficient property operations.
- Prepare and submit reports required by organizational leadership, funders, investors, regulatory agencies, and community partners.
- Oversee, maintain, and review case management records for quality assurance, training, and data management.
- Oversee the program's budgets in collaboration with the Economic Opportunity Director and Chief Operating Officer.

- Participate in strategic planning, program development, and continuous quality improvement efforts.
- Develop and maintain productive relationships with housing authorities, Veterans Affairs representatives, service providers, investors, funders, and community stakeholders.
- Manage and oversee onsite volunteers and donation room activities including necessary reporting requirements for in-kind donations and volunteer hour tracking.

Affordable Housing, Leasing & Compliance

- Ensure compliance with HUD regulations, Housing Choice Voucher (Section 8) requirements, landlord-tenant laws, fair housing regulations, investor agreements, and agency policies.
- Market available units and coordinate leasing activities.
- Show apartments to prospective residents and explain occupancy requirements, lease terms, community expectations, and available amenities.
- Provide prospective residents with information regarding schools, transportation, healthcare services, shopping, recreational opportunities, and other community resources.
- Execute leases and occupancy agreements and ensure all required compliance documentation is completed accurately and timely, including tax credit paperwork.
- Monitor and complete recertifications, inspections, occupancy standards, and compliance requirements.
- Enforce lease agreements in compliance with landlord-tenant laws while maintaining a trauma-informed and resident-centered framework.
- Coordinate responses to lease violations, resident concerns and complaints, and housing-related disputes in accordance with applicable regulations.
- Acts as a liaison to investors for data requests.
- Oversees monitoring from funders and investors.

Resident Services and Housing Stability

- Provide oversight and support for supportive housing case management services.
- Ensure residents receive coordinated, strengths-based, trauma-informed, and culturally responsive services. This includes alignment, coordination, and collaboration with all onsite MSC staff and partners.
- Support Housing Case Managers in developing rapport with clients, housing stabilization plans, service interventions, and resident engagement strategies including planning community events.
- Support staff with support services distribution and tracking, including reconciliation of distributed supportive services such as gift cards and bus tickets.

- Collaborate with Veterans Affairs staff, behavioral health providers, housing authorities, and community partners to support resident success.
- Promote Housing First principles and housing retention strategies.
- Assist in resolving resident complaints, conflicts, and community concerns.
- Utilize trauma-informed crisis intervention and de-escalation techniques to address resident conflicts and critical incidents.
- Support staff in managing complex resident situations while maintaining resident and community safety.
- Promote resident engagement, self-sufficiency, and long-term housing stability.

Property Management and Maintenance Oversight

- Supervise property management functions, ensure effective building operations and ensure timely completion of repairs and work orders
- Support coordination of maintenance activities involving plumbing, electrical systems, painting, landscaping, custodial services, and general repairs.
- Ensure preventative maintenance schedules are established and completed.
- Oversee maintenance staff and contracted vendors to ensure regular maintenance is completed at a high quality
- Oversee rent collection, occupancy management, resident communications, and property records.
- Ensure common areas, grounds, and facilities are maintained in a safe, clean, and welcoming condition.
- Conduct regular property inspections and monitor building conditions.
- Investigate resident concerns regarding utilities, appliances, building systems, and maintenance needs.
- Support coordination of capital improvement projects, construction activities, and contracted services as needed.
- Verify that contractors maintain required licenses, certifications, insurance coverage, and compliance with agency standards.
- Inspect vacated units and determine necessary repairs, maintenance, and turnover requirements.
- Ensure compliance with health, safety, security, and risk management standards.
- Assist in developing long-term property preservation and capital improvement plans.

Supervision and Evaluation:

- Provide direct supervision, coaching, and support to Resident Services Specialist, Maintenance staff, Housing Case Managers, and other assigned personnel.

- Foster employee well-being through trauma-informed leadership practices, team building and strengthening work, and clear communication and feedback.
- Conduct recruitment, hiring, onboarding, training, performance evaluations, and employee development activities.
- Ensure accurate review and approval of employee timecards and personnel documentation.
- Promote retention strategies and workforce development efforts that support diversity, equity, inclusion, and belonging.
- Conduct regular supervision meetings and annual performance evaluations.
- Support employee learning and professional development opportunities.
- Promote a culture of accountability, collaboration, resident-centered service, and continuous improvement.
- Ensure compliance with agency policies, procedures, and workplace standards.

Additional Responsibilities include the following:

- Maintain an integral relationship with other partners and staff of all other agency programs and services, and take part actively in all agency events, including regular staff meetings.
- Ensure confidentiality of resident, employee, and agency information.
- Adhere to all agency policies and standards of conduct as outlined in the Personnel Manual.
- Travel to MSC offices and program meetings throughout south King County and the city of Seattle.
- Perform other duties as assigned.

Requirements

EDUCATION:

- A High School Diploma or equivalent is required.
- A bachelor's degree in Social Work, Human Services, Public Administration, Psychology, Housing Management, Business Administration is required. In lieu of a bachelor's degree 4 years of additional related experience (9 years total), or an associate's degree and 2 years of additional related experience (7 years total) will also be accepted.

RELATED EXPERIENCE:

- Five (5) years of progressively responsible experience in affordable housing, permanent supportive housing, property management, homelessness services, veterans services and/or related programs required.

- Three (3) years of supervisory experience is required.
- Experience managing affordable housing programs such as Tax Credit or permanent supportive housing preferred.
- Experience working with veterans, individuals experiencing homelessness, and vulnerable populations strongly preferred.

CERTIFICATES, LICENSES, OR REGISTRATIONS:

- Valid Washington State driver’s license, proof of current auto insurance, and reliable transportation is required.

REQUIRED COMPETENCIES:

Leadership and Staff Development

- Ability to lead, coach, mentor, and develop multidisciplinary teams while promoting accountability and employee engagement.
- Ability to mediate conflict and resolve minor issues with solutions that support communication, teamwork, and create sustainable solutions internally and with external partners.

Relationship Building and Collaboration

- Ability to establish productive relationships with residents, staff, Veterans Affairs partners, housing authorities, funders, and community stakeholders.
- Ability to solve problems in a fast-paced dynamic while aligning the mission and values of the program and centering the needs of residents and staff.

Communication Skills

- Strong verbal and written communication skills with the ability to convey information clearly and effectively to diverse audiences.
- Ability to work collaboratively internally across teams as well as with external partners.
- The ability to speak about the vision and mission of MSC and William J Wood to external stakeholders.

Conflict Resolution and Emotional Intelligence

- Ability to navigate difficult conversations, mediate disputes, and respond thoughtfully to challenging situations.

Problem-Solving and Decision-Making

- Ability to assess complex situations, identify solutions, and make sound decisions in a timely manner.

Adaptability and Resilience

- Ability to remain calm, flexible, and effective in a dynamic environment while managing competing priorities and responding to emergencies.

TECHNICAL SKILLS:

Affordable Housing and HUD Compliance

- Knowledge of affordable housing regulations, Housing Choice Voucher (Section 8), HUD-VASH, Fair Housing requirements, Tax-Credit properties and Washington State landlord-tenant laws.

Property Management Operations

- Experience managing leasing, occupancy, rent collection, resident records, inspections, and housing compliance activities.

Supportive Housing and Case Management Oversight

- Understanding of Housing First, trauma-informed care, housing stabilization strategies, and supervision of case management services.

Facilities and Asset Management

- Ability to oversee maintenance operations, preventative maintenance programs, vendor contracts, capital improvements, and building safety standards.

Crisis Intervention and De-escalation

- Knowledge of crisis response, conflict resolution, risk assessment, and trauma-informed de-escalation techniques.

Program Administration and Reporting

- Experience with compliance monitoring, data management, funder reporting, audits, and performance measurement.
- Proficiency with Microsoft Office 365 experience including OneDrive, Outlook email and calendaring, and standard Office applications.
- Ability to use financial and leasing databases such as Yardi, Blackbaud, and RAMP.

Join our mission!

To apply, please send your resume and cover letter to jobs@mschelps.org

No phone calls, please.

Multi-Service Center is committed to creating a diverse and inclusive environment. MSC is proud to be an Equal Opportunity Employer. MSC welcomes all qualified applicants and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.