

# VOLUNTEER APPLICATION

Heather Clemenshaw

3/23/2025 5:40 PM

Application: **HC - Housing Catalyst**

## Applicant Information

Birthdate: [REDACTED] Gender: Female Education Level: Associate degree

Address: [REDACTED] Phone: [REDACTED] <<

## Volunteer Groups Applied For

Housing Catalyst

## Job Description

☒ I have read the job description

## Questions

Which Council District do you live in? Please refer to the map at: <https://gisweb.fcgov.com/HTML5Viewer/Index.html?Viewer=FCMaps&layerTheme=Council%20Districts> 6

I acknowledge I am available when the Housing Catalyst meets: 3rd Thursday of each month at 7:30 a.m. YES

Current Occupation: Early Childhood Educator 3.0 (Colorado Shines)

Current Employer: Young Peoples Learning Center

Prior work experience (please include dates):  
 Senior Care Partners PACE - 2021  
 StructurTec- 2020  
 Solomon Org. 2019-2020 (Same Property as Fairfield Residential and Associated Estates)  
 Fairfield Residential 2018-2019  
 Trillium Ventures -2015 - 2018 (same Property as Eenhoorn)  
 Jaqua Realtors 2014- 2016  
 Eenhoorn 2015

Volunteer experience (please include dates):  
 Junior Chamber International (JCI)  
 Kalamazoo MI Chapter 2014 - 2022  
 2014 - General Member  
 2015 - Director  
 2016 - Executive Vice President  
 2017 General Member  
 2018 - Treasurer  
 2019 - General Member  
 2020 - Treasurer  
 2021 - State (Michigan) Elections Committee  
 2022 - Current - Alumni

2022

Are you currently serving on a City board or Commission? If so, which one? No

Why do you want to become a member of this particular board or commission?

I would like to be a board member because I am deeply aligned with the mission of providing affordable housing and fostering community development. With my extensive experience in real estate / property management, I understand the importance of building and preserving affordable homes, especially in the context of long-term sustainability. The work Housing Catalyst does in creating partnerships and administering rental assistance for families is something I am passionate about and can strongly contribute to.

Having worked in various sectors of housing, from multi-family and single-family to luxury and investment properties, I bring a comprehensive understanding of the housing landscape. My experience aligns well with Housing Catalyst's work in moving people out of homelessness, stabilizing families, and creating opportunities for self-sufficiency. I am driven by the idea of making a tangible impact in the community and improving lives, and I believe my skills in leadership, community-building, and relationship management will be valuable to the Board of Commissioners.

Additionally, I have experience working with diverse teams and stakeholders, from government entities to vendors, which will support my ability to navigate intergovernmental agreements and partnerships effectively. The time commitment of 5-6 hours per month is something I can readily accommodate, and I am excited about the opportunity to lend my expertise to such a meaningful cause.

I look forward to being part of a board that plays such an important role in shaping the future of affordable housing in Northern Colorado, and I would welcome the opportunity to contribute to Housing Catalyst's continued success.

Have you already had any formal public housing authority commissioners training? (This is not a requirement)

NO

Have you had any exposure to the board or commission you are applying for? If yes, please explain:

Yes;  
I have attended two board meetings.

Specify any activities which might create a serious conflict of interest if you are appointed:

None known

Are you willing to complete the required training if appointed?

YES

How did you learn of a vacancy on this board or commission?

Other (please specify);



Resident Flyer on door at Village on Plum



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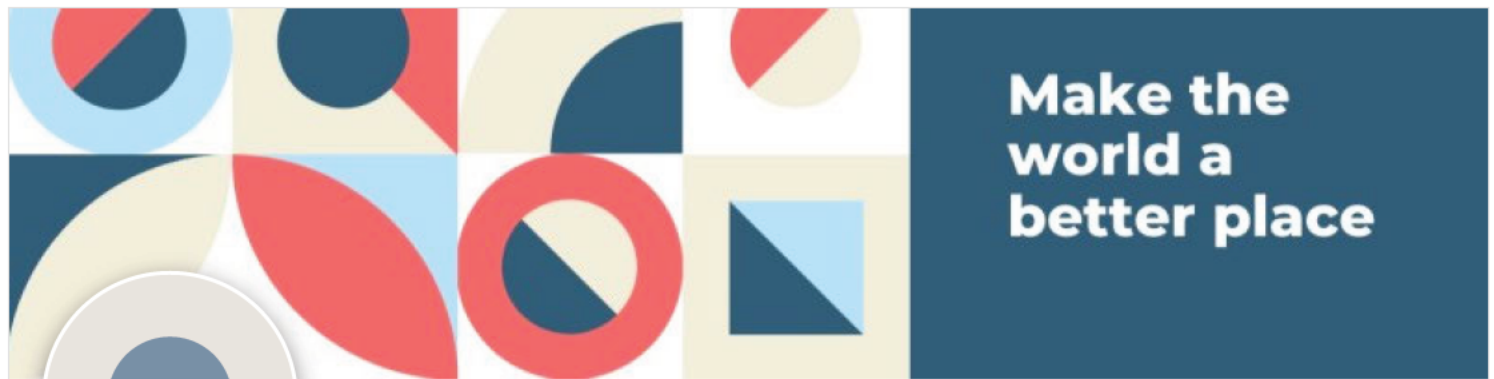
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## Public profile settings

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**Heather R. Clemenshaw**  
Executive Assistant to CEO, Real Estate Sales Person, National Apartment Leasing Professional (NALP), Early Childhood Educator  
Fort Collins, Colorado, United States  
1K followers · 500+ connections

[Join to view profile](#)

## About

My career in the housing industry has ranged from Multi-Family income based to Luxury Living, Single family ranging from Foreclosures and Investment Properties to Vacation Homes in the Million-Dollar Market. I have been an active participant in the Property Management Association (PMA) and Member of the Greater Kalamazoo Association of Realtors (GKAR). I've held the National Apartment Leasing Professional (NALP) designation as well as a Real Estate Sales



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member of Junior Chamber International (JCI) Kalamazoo, MI Chapter. I have held Board positions including Director, Executive Vice President and Treasurer. I also held a position on the Elections Committee for JCI Michigan.

I am passionate about my career. I work well with clients, contractors / vendors and personnel. I would like to work with a company that will utilize my knowledge, people skills and passion. I take great pride in the Communities and Teams that I lead. My goal is to develop relationships that allow people to feel involved allowing for established expectations to be met and exceeded.

I look forward to new opportunities. I would like to further discuss my qualifications, goals and experience.

## Experience



### Property Manager

The Solomon Organization

Oct 2019 - Jan 2020 · 4 months

Kalamazoo, Michigan Area

(FORMERLY OWNED BY FAIRFIELD RESIDENTIAL)

Summer Ridge Apartments- 248 units (Kalamazoo, MI)



### Property Manager

Fairfield Residential

May 2018 - Oct 2019 · 1 year 6 months

Kalamazoo, Michigan Area

Portfolio Sold October 2019

(FORMERLY OWNED BY ASSOCIATED ESTATES REALTY CORP)

Summer Ridge Apartments- 248 units (Kalamazoo, MI)



### Property Manager

Trillium Ventures MSV

Oct 2015 - Apr 2018 · 2 years 7 months

Kalamazoo, Michigan and Grand Rapids, Michigan



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Richmond Hills Apartments 222 Units (Grand Rapids, MI)

REPORT DIRECTLY TO OWNERSHIP

The Landing Apartments- 180 units (Kalamazoo, MI) and

As a Property Manager I was responsible for all facets if the property operations including the general administration and maintenance coordination for the property. My focus is to ensure the properties' revenue and profit targets are...

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## Realtor, NALP

Jaqua Realtors

Jun 2014 - 2016 · 2 years

Greater Kalamazoo, Michigan Area

- Help clients buy, sell, and rent property.
- Study property listings, interview prospective clients, accompany clients to property site
- Discuss conditions of sales
- Prepare Real Estate Contracts
- Host Open Houses
- Advertising and Marketing Materials
- Attend Training Courses in Legal Aspects and Marketing and Prospecting
- Attend and Host Property Tours
- Weekly Marketing and Sales Meetings



## Property Manager

Eenhoorn LLC

Apr 2015 - Oct 2015 · 7 months

Kalamazoo, Michigan Area

Property Sold 2015 (Trillium Ventures ,MSV)

The Landing Apartments

Remain Current and Compliant with policies and laws affecting the marketing and leasing of the property, including the Company's leasing agreement, Landlord Tenant



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- Approve, Code and Submit all invoices to Corporate Office for payment
- Prepare Purchase Orders
- Responsible...

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## Leasing Specialist

Mission Rock Residential, LLC

Jul 2013 - Mar 2014 · 9 months

Fort Collins, Colorado Area

- Handle incoming phone calls requesting information, appointment setting, and customer service. Follow-up calls on all requests in order to establish positive resident relations.
- Maintain an accurate and in-depth knowledge of all aspects of the community, particularly in areas such as pricing, vacancies, apartment availability, lease expirations, etc.
- Responsible for insuring the model and vacant apartment homes, tour path, and amenities are ready for show.
- Accurately and...

[Show more ▼](#)

## Leasing Specialist

Associated Estates Realty Corp

Aug 2011 - Jul 2013 · 2 years

Kalamazoo, Michigan Area

Summer Ridge Apartments 248 Units Kalamazoo, MI

- Commit to resident service & investor value by allowing residents, investors, vendors & all "others" to know what the company stands for & where they are heading.
- Maintain an accurate & in-depth knowledge of all aspects of the community, particularly in areas such as pricing information, apartment availability, lease expirations, etc.
- Handle incoming phone calls & email correspondence for information, appointment setting...

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## Education



### University of Phoenix

Associate of Arts (A.A.)



### Rockford High School and South Haven High School

Diploma

1995 - 1998

## Volunteer Experience



### General Member

JCI Kalamazoo

Apr 2014 - Dec 2022 · 8 years 9 months

We Build Leaders

The Kalamazoo Jaycees are made up people age 21-40. We focus on Professional Development, Personal Growth and Community Service.

<http://www.kalamazoojaycees.org/what-we-do/>

When I moved to Kalamazoo I wanted to get involved in the local community and meet new people. That is what drew me to the Kalamazoo Jaycees. Little did I know, there is so much more to this amazing organization.

I signed up on the spot while attending a Mix-n- Mingle event. At...

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### 2015 Director - Kalamazoo Chapter

JCI Michigan

Jan 2015 - Dec 2015 · 1 year

Education





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**2016 Executive Vice President - Kalamazoo Chapter**

JCI Michigan

Jan 2016 - Dec 2016 · 1 year

Education

Focus on Public Relations, Marketing and Chapter Fundraising

**2018 Treasurer - Kalamazoo Chapter**

JCI Michigan

Jan 2018 - Dec 2018 · 1 year

Education

Administer and manage the financial assets and liabilities for the JCI Kalamazoo Chapter.

**Treasurer Board Of Directors 2020 Elect - Kalamazoo Chapter**

JCI Michigan

Jan 2020

Education

Administer and manage the financial assets and liabilities for the JCI Kalamazoo Chapter.

**State Elections Committee**

JCI Michigan

Jan 2021 - Dec 2021 · 1 year

Education

**Alumni**

JCI USA

Dec 2022 - Present · 2 years 4 months

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## Licenses & Certifications



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Credential ID

Issued Dec 2023 · Expires Dec 2026

Credential ID PDIS-0000097786

**NALP (National Apartment Leasing Professional)**

National Apartment Association

Credential ID 1300063

**Real Estate Salesperson License**

Career WebSchool

Credential ID 6501383855

[See credential](#)

## Courses

**Business Information Systems**

-

**Contemporary Business Communication**

-

**Cultural Diversity**

-

**Essentials of Managerial Communication**

-

**Financial Accounting Concepts and Principles**

-

**Organizational Ethics and Social Responsibility**

-

**Legal Aspects**



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## Marketing and Prospecting

-

## Marketing and Sales Meeting

-

## Property Tour

-

## 12 C's of Exceptional Leadership

-

## Advanced Leasing

-

## Conflict Resolution

-

## Customer Service as a Competitive Advantage

-

**E-tools for Great Living- Overview of various 3rd party electronic tools and how they work together when electronic data transfers occur and what electronic or manual steps must be performed.**

-

## Ethics, Dispute Resolution and Fair Housing

-

## Fair Housing

-

## Fair Housing (Post 9/11)

-

## Forms



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## Human Trafficking Awareness

-

## Internet Leasing

-

## It's Showtime

-

## Keybox and MLS Training

-

## Keys to Successful Leasing

-

## Lead to Lease- Yardi Workflow/Take it from the Top- Hands on Yardi Training

-

## Leasing Demonstration and Resolving Objections

-

## Leasing and the Internet

-

## Leasing for a Living

-

## Making the Best of Your Chapter Fundraising

-

## Member Orientation

-

## Miserly Marketing

-



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## **NAA Legal Aspects**

-

## **Preventing Sexual Harrassment**

-

## **Rental Policies and Procedures**

-

## **Resident Retention for Today's Savvy Customers**

-

## **So I have a Project Idea, Now What?**

-

## **Telephone Presentations**

-

## **Telephone to Visit-Extraordinary Telephone Presentation, Sell an Address, Gathering Information**

-

## **The Leasing Interview and Qualifying Residents**

-

## **The Psychology of Closing**

-

## **Visit to Lease-WOW factor, Greeting , Qualifying, Touring and Demonstration, Overcoming Objectives, Closing the Sale, and Follow-up**

-

## **What's your Brand?**

-



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## Honors & Awards

### Best Year Over Year Revenue Growth

Summer Ridge Apartments

Sep 2019

### Best Year Over Year Revenue Growth

-

Sep 2019

### Jaycees Michigan Junior Chamber Professional Skills Competition

Jennifer Mansfield- Competitions Chair

Feb 2015

1st Place- Fit for Life Challenge (2014 4th Quarter)

### Jaycees Passport to Civic Leadership- 1st Degree

Management Vice President- Tom Quakenbush and Individual Development Program Director-

Jennifer Mansfield

Feb 2015

Each Degree represents a level of achievement in the natural evolutionary Jaycee process to tap the abilities and talents of members. This natural, evolutionary process takes a Jaycee from initiation, to learning, to leading, and finally to teaching. Once completed to the Tenth Degree level the Jaycee has accomplished the true goal of the organization, that of "Leadership Training."

### Presidential Award of Excellence

Anna Versalle- 83rd President Kalamazoo Jaycees

Feb 2015

Award of Gratitude for Participation in- Stepping up to be a leader on the Board of Directors

### Jaycees Michigan Junior Chamber Professional Skills Competition

Jennifer Mansfield-Competitions Chair

Sep 2014

1st Place- Fit For Life Challenge (2014 3rd Quarter)



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Lisa Miller, MD 82nd President of the Kalamazoo Jaycees

Apr 2014

Enthusiasm for new projects

### JCI-USA Certificate of Membership

FayIn Poissant - President The United States Junior Chamber and Joel Harper- Executive

Director The United States Junior Chamber

2014

Our Mission is to provide development oppurtunities that empower young people to create positive change.

Member of the Michigan Junior Chamber

### Kalamazoo Jaycees- 1 year of Service

Lisa Miller, MD 82nd President of the Kalamazoo Jaycees

2014

One Year of Service with the Kalamazoo Jaycees

### Best of the Best

Edward Rose and Sons

2003

I was one of the top five leasing consultant within the Edward Rose and Sons Market with 200+ applications in a 12 month period.

## Test Scores

### Associated Estates Telephone Shop

Score: 95%

Mar 2013

Telephone Shop

"Wow" Factor

Technical



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## Associated Estates Telephone Shop

Score: 93%

Jan 2012

Telephone Shop

"Wow" Factor

Technical

Total Score 93%

Possible Score 95%

## Associated Estates Telephone Shop

Score: 86%

Dec 2011

Telephone Shop

"Wow" Factor

Technical

Test Score 86%

Possible Score 95%

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## Languages

English

-

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## Organizations

### JCI Kalamazoo

General Memeber, Director, Executive Vice President

Apr 2013 - Present

### Greater Kalamazoo Association of Realtors