

**APPLY TO:** [DirAsstHous@charteroakcommunities.org](mailto:DirAsstHous@charteroakcommunities.org)

**Position Summary:**

This position is responsible for maintaining and enhancing the value of the organization's property for the benefit of the residents/tenants and community. Manages the purchasing, budgeting, marketing and relationships with the community, residents/tenants and vendors for all housing related issues.

**Essential Duties and Responsibilities:**

- Assists in determining the processes and measurements for success in performance, including occupancy rate levels, Public Housing Authority Scores (PHAS), resident satisfaction rates and safety and security measures.
- Ensures that property managers are in compliance with processes and measures for success.
- Monitors lease compliance by supervising property managers on resident behavior through inspections, review of aged receivable reports, holding formal/informal hearings, promptly attending to resident complaints and following up on resolutions.
- Issues eviction notices and testifies on behalf of COC properties in housing court.
- Reviews overall unit inspections: move in, 90-day, move out and housekeeping. Makes recommendations for improvement to Senior Facilities Staff.
- Keeps up-to-date on federal and state guidelines and regulations. Informs staff of changes to guidelines and revises processes to comply with guideline changes.
- Develops operating and capital budgets that reflect financial and resident objectives for operating all residential properties, especially cash flow and leasing strategies.
- Prepares monthly operating accounting reports. Assumes accountability for budget administration, operational review, identifying issues and correction actions. Analyzes operating variances from budget, including Cost Accounting Methodology (CAM) cost against allocated cost. Recommends methods for eliminating variances.
- Oversees the approval of invoices for goods and services required to maintain properties up to industry standards. Develops a network of emergency services for 24/7 coverage.
- Supervises and leads a staff which manages and maintains properties.
- Evaluates and coordinates support services for residents/tenants.
- Develops and maintains property vendor relationships.
- Establishes and maintains collaborative working relationships with property managers, peers and other members of the team.
- Leads resident property manager team meetings and acts as chairperson for Property Management and Customer Service Department meetings in the absence of the Vice President.
- May be required to attend board meetings.

**Knowledge, Skills and Abilities:**

- Extensive knowledge of HUD regulations: Housing, Low Income Housing Tax Credit Programs, Section 8, Assisted Multi-Family Housing and other programs.
- Extensive tactical operation skills to read construction and architectural documents and to develop RFP's for vendor/leasing property services.
- Exceptional analytical and strategic skills to plan, organize and control housing financial functions.
- Outstanding ability to effectively communicate orally and in writing with employees, residents and the public.
- Knowledge of property management software.
- Solid experience in creating and maintaining budgets.
- Superb client-centered, positive and professional attitude.
- Outstanding drive to strive for improvements in processes and procedures in order to meet and exceed customer expectations.
- Significant ability to set priorities and cope with competing demands.
- Significant ability to lead and direct staff in various site offices.

This position description lists the most significant duties of this role. However, this description is not intended to be an all-inclusive list of responsibilities, skills or working conditions associated with the position. Although it is intended to accurately reflect the activities and requirements of the position, duties may be added, deleted, or modified as necessary. This description does not constitute a written or implied contract of employment.

- Strong ability to work in an organized and efficient manner with a high level of accuracy, attention to detail and follow through.

**Minimum Education/Experience Requirements:**

Graduation from an accredited college or university with a Bachelor's degree in business management, public administration or a related discipline. A Masters Degree is a plus. In addition, a minimum of ten years of property management experience, preferably residential, with seven of those years in a supervisory capacity. Currently PHM certified or be certified within six months of hire/transfer. Hold a Tax Credit Certification or have the ability to be certified within one year of hire/transfer.

**Additional Requirements:**

Microsoft, Word, Excel and Outlook proficiency. An exam may be administered which will assess competency level in accordance with position description criteria. A current driver's license and the ability to maintain a current license. Pass a pre-employment physical, drug screening, educational background check and criminal investigation.

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