

Director of Property Management

Title: Director of Property Management

FLSA Status: Exempt

Date: October 2020

Position Summary

Housing Opportunities Corporation (HOC) is a non-profit that manages WDC properties as well as properties owned by other organizations. From the initial planning stages of a project, throughout the property's life, HOC provides hands-on management to ensure quality permanent housing for families, the elderly, and persons with special needs. HOC's responsive 24-hour services are much appreciated by residents. At this time, HOC manages over 700 apartments across Rhode Island and Massachusetts. The staff communicate with residents, listen to their concerns, and foster their feelings of pride and responsibility.

Reporting to the Executive Director and working closely with the Director of Property Management and Director of Facilities Management, they are responsible to ensure that all properties are well maintained, provide safe and sanitary conditions, and maintain good tenant relations. This position oversees all housing administrative functions and is responsible to ensure WDC is compliant with federal, state and agency regulations for over 650 units (12 projects owned by WDC; 6 projects WDC acts as third-party owner). The Director of Property Management directly supervises the compliance and administrative staff, property and leasing/occupancy managers and residential service coordinator.

Essential Duties and Responsibilities:

- Collaborate with the Director of Facilities Management to ensure properties are well maintained and in compliance with agency inspection criteria.
- In conjunction with property and leasing/occupancy managers, respond to tenant complaints and meet with them as needed to resolve issues; implement annual resident satisfaction survey to monitor tenant relations. Attend community meetings.
- Serve as primary liaison with the owner of the six third-party property management properties; conduct quarterly meetings with the Owner regarding performance of their projects, and future planning.
- Ensure the social service partner for the one supportive housing development owned by WDC fulfills its social service agreement; and that the social service partner and property management staff are closely coordinating to ensure resident lease compliance.
- Review lease and resident rules and regulations annually, and suggest updates as needed.
- Review tenant selection plan, application, and application process, as well as affirmative fair marketing plan annually, and suggest updates as needed.
- Ensure marketing, outreach and management of a wait list is done in accordance with any specific requirements of agencies, and ensure employees are screening applicants according to previously agreed criteria.
- Authorize Initial, Move-In and Annual Income Certifications as required by Agencies.
- Oversee the billing and collection of rents from residents, enforce terms of resident leases and take appropriate legal actions with residents who are not in compliance.
- Review all monthly financial statements for properties; prepare annual property budgets and submit to Agencies for approval.

- Oversee the Property Tax billing and submission to cities and towns.
- Assist with the audit process for independent auditors as well as agencies (HUD, RIH) and mortgage lenders.
- Prepare and review monthly reports on vacancies, delinquencies, turnover time, and other key performance indicators.
- Participate in community safety initiatives and respond to security related issues as needed.
- Develop Property Management policies and procedures for the department and update as needed.
- Serve as primary point of contact for all regulatory agencies such as HUD, Rhode Island d Housing, Providence Housing Authority, and etc. to ensure compliance with applicable regulations, contracts, and agreements.
- Submit annual reports to Department of Elderly Affairs on all Elderly units in portfolio.
- Submit annual certificate of Good Standing for all LIHTC properties to RIH.
- Renew all subsidy contracts (HAP, TRAC, OCAF, AAF, PRAC, NOP) to maximize rental subsidy.
- Keep current on rules, regulations and changes in HUD, RI Housing and other regulatory agencies and funding sources. Serve as a resource to housing staff, providing technical support, information and direction in property and housing requirements and regulations. Trains staff on HUD, RI Housing, and other regulatory standards.
- Work with Executive Director to determine capital improvements and repairs for properties.
- Fulfill all responsibilities as the Director of 504 Fair Housing for the agency.
- Respond to HUD complaints and represent the WDC in legal matters; work with agencies and attorneys to resolve.
- Is available and on call for emergencies at property sites.
- Hire, train, develop, and hold staff accountable to provide good customer service and work efficiently; conduct performance reviews and provide feedback and corrective action when necessary.
- Attend Board meetings as needed; prepare information/reports for board as required.
- Other duties as assigned by the Executive Director.

Education and Experience:

- Minimum Bachelors' Degree by an accredited university or college. Advanced degree or professional designation/certifications preferred, such as Certified Occupancy Specialist (COS) and/or certifications in fair housing, budgeting, low-income housing tax credits, etc.
- 8-10 years of experience in property management/operations preferably in nonprofit affordable housing, public housing, multi-family housing or community development.
- Onsite operational/property management experience helpful.
- Five years of progressively responsible leadership experience with a track record of building successful and collaborative relationships.
- Training/experience in industry specific software (such as Yardi/LOCCS) and regulations preferred.
- Experience with Federal and State housing programs/agencies such as Section 8, LIHTC, HUD, RI Housing, PHA, WHA, HAP and others.
- Experience and comfortableness working in multicultural environments.
- Valid Driver's License and Insured vehicle. Safe driving record.

Knowledge, Skills and Competencies:

- Customer service focused.
- Strong planning and project management skills required to coordinate effective, efficient operations and manage multiple priorities simultaneously; be proactive and exercise good judgment.
- Highly detail oriented.
- Knowledgeable in affordable housing rules and regulations governing properties, residents and housing applicants, programs, and budgeting.
- Able to develop creative advertising and marketing campaigns.
- Creative and independent problem-solver.
- Communicate effectively at all levels, excellent verbal, and written skills.
- Relationship builder and strong negotiation skills. Build successful relationships and establishes collaborative efforts interagency and with other stakeholders, including regulatory agencies and local, state, and federal government departments and staff.
- Fiscal management skills. Knowledge and experience in managing budgets and analyzing financial statements.
- Integrity/Ethics; ability to maintain confidentiality in all aspects of the work environment.
- Able to drive to properties, adhere to safety, driver's regulations, and insurance requirements.
- Proficiency with Microsoft Office suite and housing database systems.

Physical Demands:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; sit; walk, use hands to finger, handle, or feel; reach with hands; and talk or hear. Occasionally required to lift up to 25 pounds and climb stairs/ladders. Must be able to drive; travel to other locations such as property and housing sites, within the community and local region.

Work is performed both in an office environment and at housing properties. The noise level in the work environment is usually moderate. Employee is occasionally exposed to outside weather conditions and sites where safety and security are important. Occasional work after normal business hours. Use of phones, computer, fax, and other general office equipment.

Candidates should forward their resume to Tara Quinn quinn@wdchoc.org at the Women's Development Center.