



National Office
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VOLUNTEERS OF AMERICA NATIONAL HEADQUARTERS

Director, Asset Management Operations

Come make a difference! Volunteers of America is one the nation's largest and most comprehensive human services organizations. Since 1896, our ministry of service has supported and empowered America's most vulnerable groups, including at-risk youth, the frail elderly, men and women returning from prison, homeless individuals and families, people with disabilities, and those recovering from addictions. We are one of the nation's largest nonprofit providers of quality, affordable housing for low and moderate-income households and persons with special needs.

Summary of Essential Functions, Duties & Responsibilities

Asset Management represents the owner/sponsor interests in all housing properties sponsored/co-sponsored by Volunteers of America National Services. The Director of Asset Management Operations will supervise and support the Asset Managers and ensure that day to day operating procedures are followed in a consistent, customer focused manner. Additionally, the Director of Asset Management Operations will play an active role in the workout of troubled assets and evaluating new projects. The objective of this position is to ensure that housing properties owned by Volunteers of America are performing at optimal levels financially, physically and operationally, and in compliance with financial covenants, regulatory requirements and other reporting and filing requirements as imposed from time to time. Provide leadership, oversight and support to Asset Managers to ensure high performing, proactive, responsive, customer focused team. Ensure Asset Management team is fulfilling ongoing procedural requirements on an ongoing basis. Assess portfolio performance and provide portfolio and individual asset analysis and strategy recommendation to VP Asset Management. Provide detailed support for 'troubled' and 'watch list' properties. Participate as a member of the workout team and coordinate asset management responsibilities within that team. Perform due diligence for properties to be acquired (whether rehab or new construction) to ensure a high likelihood of success. Provide staff support to Committees and Boards, as directed. Work closely with other members of the housing leadership team, using collaborative, team approaches towards achieving shared goals. Other duties as assigned.

Knowledge, Skills and Abilities

A minimum Bachelor's degree from an accredited institution or equivalent work experience is required, minimum of 15 years' experience in Real Estate Finance, Asset Management, Property Management, Real Estate Development, or Construction Management. Experience managing people and teams, ability to motivate staff toward a shared strategic vision, ability to balance a 'hands-on' approach with strong ability to delegate. Experience working collaboratively with internal and external teams and stakeholders and ability to motivate others, up, down and across the organization. Strength of character and flexible style to work successfully with a range of people, from peers, staff, Board members, investors and other outside professionals. Has the personal presence to deal effectively and independently with these constituencies. Experience skilled property management, financial analysis, insurance/risk management, and accounting, valuation of income-producing real estate, capital markets, tax management, customer/client/regulator relations, code and law. Specific knowledge of HUD housing programs, tax credit programs and tax exempt bonds. Interpersonal skills necessary to effectively delegate, manage and motivate other employees and outside contacts in relation with housing development. Good vendor management skills, including negotiating skills and ability to influence as needed. Good interpersonal skills to work with others. Ability to communicate clearly both in writing and verbally. Capable of developing communications, trainings, and presentations. Able to present or train individuals or large groups in a variety of methods. Sound and accurate

judgment with an ability to support and explain reasoning for decisions. Includes appropriate people in decision-making process; and ensure timely decisions are made. Office including Outlook, Word, Excel and Access. Ability to work flexible hours. Ability to travel is required

Volunteers of America offer a generous benefits package which includes health, dental, vision, retirement, etc.

To apply visit our web site at: <http://www.voa.org/careers>. To contact someone in HR directly FOR QUESTIONS ONLY, please email us at CareerAssistance@voa.org. Resumes/applications will only be accepted by applying online to the position.

EEO/AA Employer/Vet/Disabled