

## **Director of Property Management Operations** for Community Housing Partners

Community Housing Partners is pleased to announce the creation of a new position of Director of Property Management Operations. This position will be responsible for assisting the Vice President of Property Management with overseeing operations, including planning, analyzing and improving organizational processes, and setting/maintaining property performance goals to ensure all properties achieve solid financial performance, compliance with 3<sup>rd</sup> party requirements, and customer satisfaction. Duties include oversight of budgets, schedules, procedures, and initiatives, as well as Fair Housing compliance, and serving as CHP's Section 504 Coordinator. The nature of this position is to offer service and support when interacting with Regional Managers and on-site teams; duties require a high degree of reliability, independence, trustworthiness, and regular attendance. Specific duties will include:

- Serve as CHP's Section 504 Coordinator
- Review annual property budgets as a part of the budget review committee, monitor property budgets and assigned financial statements monthly
- Develop and maintain relationships and business alliances with internal/external customers, key staff, funding agencies and strategic partners to maximize CHP business and growth opportunities
- Supervise Property Management Administrative Assistant and Operations Coordinator
- Monitor, submit, track from initial preparation through receipt of rent increase / contract approval property rent increases and contract renewals through HUD.
- Provide support and assistance to Operations Coordinator where needed in resolving resident concerns, and ensure concerns are addressed and closure is reached in a timely manner.
- Serve as liaison to Compliance Department to facilitate timely submission of 3<sup>rd</sup> party reporting, scheduling of Compliance audits, etc. Maintain database of audit / inspection results.
- Oversee general liability insurance claims from initiation to resolution.
- Oversee the process of collecting utility data information from all properties for both internal use and rent increase submissions
- Responsible for timely submissions and general oversight of the WTCMS and TDCS process
- Key member of the CHP annual internal conference committee
- Review monthly credit cards statements and notify VP of Property Management of any discrepancies
- Provide back up support to EIV Coordinator
- Other duties as assigned by Supervisor and/or Executive Team

We are looking for someone with exceptional interpersonal and customer service skills, with the ability to establish and maintain effective working relationships with individuals within and outside the organization, the ability to handle sensitive information with discretion, and the ability to help our team make work enjoyable and fun. To be successful, candidates should be able to manage multiple tasks and responsibilities, as well as work effectively and meet deadlines in a fast-paced environment with frequent change and interruption. Must demonstrate proficiency using MS Office applications, especially Excel and Outlook, and experience with specialized finance software such as Voyager is a plus. Specific experience and skills include:

- A Bachelor's degree in Business Administration, Property Management, or other related course of study is preferred.
- Five years multifamily affordable housing (HUD, RD, LIHTC) property management experience is required, with a comprehensive grasp of property management issues, fair housing, and federal/state regulatory agencies/ programs serving lower income residents.
- Previous experience as Section 504 / Reasonable Accommodation Coordinator required.
- Experience creating, calculating, and managing property budgets
- Previous experience handling insurance claims preferred
- Five years supervisory experience required

This position offers an excellent work environment at a mission-driven, expanding company. We offer competitive pay and benefits including health/dental/life/disability insurances, generous paid vacation/holidays/sick leave, paid volunteer hours, a retirement plan with company contribution, and more. If you are interested in joining our team, please complete an online application from [www.communityhousingpartners.org](http://www.communityhousingpartners.org) and upload a letter of interest and current resume. Position is open until filled. Community Housing Partners is an Equal Opportunity Employer actively recruiting candidates with diverse culture, viewpoints, experiences and talent.