

Director of Property Management Service Delivery for Community Housing Partners

Community Housing Partners is seeking a Director of Property Management Service Delivery. This newly created position will be responsible for assisting the Vice President of Property Management in developing, implementing, and maintaining comprehensive property-level practices that ensure a consistent culture and level of customer service at all CHP properties. Duties include serving as the lead PM staff member on the integration team when onboarding new properties into CHP's portfolio, working with Regional and District Managers to ensure consistent communication/training of PM practices, and working with support services departments (e.g., Finance, Human Capital, Training, etc.) to ensure efficient and effective support of all properties. This position requires a high degree of reliability, independence, and trustworthiness; while CHP's Property Management Operations are based out of Richmond, the office location for this position is negotiable with the potential to be based out of other areas within our Virginia footprint. Specific duties will include:

- Create an employee orientation process by collaborating with inter departmental teams.
- Plan and coordinate annual training in preparation of budget season for Regional Managers and attend budget review meetings
- Subject matter expert to Learning & Development for the creation of Property Management training courses and materials.
- Work with Regional and District Managers and with Learning & Development in the creation of learning tracks for Property Management and the development of individualized plans for Property management personnel.
- Actively engage other CHP departments in processes and policies impacting Property Management.
- Assist VP of Property Management in mentoring/training/supervising of Regional/District Managers and property staff
- Provide occasional training, as needed, for Property Managers/Regional Managers on YARDI Voyager and other new computer software programs and become follow-up resource point of assistance.
- Supervise Property Management Marketing Director
- Working with VP of Property Management and other key team members, create a new business integration team and processes to meet the needs of new construction, acquisitions, and fee management contracts. Coordinate with interdepartmental representatives to ensure all aspects of the onboarding process are addressed during the lease up or onboarding time period for all new properties.
- Assist CHP Real Estate Development and/or Asset Management in completing Due Diligence on properties under purchase contract, as requested
- Actively participate with CHP's internal Green Committee
- Review property correspondence for content, grammar/spelling, and tone to provide quality customer service to our Residents
- Inspire and encourage participation with "Shout Out" awards and other forms of employee recognition
- Assist with completion of budgets for new properties, as needed.
- Key member of the CHP annual internal conference committee
- 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
- 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 packages 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.
- Ten years multifamily affordable housing (HUD, RD, LIHTC) property management experience is required (5 being at the Regional or District Manager level), with a comprehensive grasp of property management issues, fair housing, and federal/state regulatory agencies/ programs serving lower income residents.
- Exceptional communication skills, both verbal and written, and ability to effectively communicate concepts, ideas and policies to others as well as prepare/draft professional correspondence and communications
- Three years supervisory experience preferred.

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 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.