



Deeply affordable. Thriving neighborhoods. Nearby services.

Title: Director of Property Management

Reports to: COO

FLSA: Exempt

Rev.: 04/2022

The mission of Jubilee Housing is building diverse, compassionate communities that create opportunities for everyone to thrive. Since 1973, Jubilee has worked to provide high quality affordable housing and holistic support to those experiencing persistent economic hardship in the Adams Morgan and Columbia Heights neighborhoods of Washington D.C. Jubilee operates ten properties totaling 299 units of affordable housing and offers robust programming for residents and community members pursuing life goals.

Jubilee Housing is an innovator in financing for affordable housing and a responsible steward of the investments it receives. Jubilee produces not simply affordable housing, but justice housing. Justice Housing is affordable to those with few financial assets, located in neighborhoods where resources such as good schools, grocery stores, and public transportation are readily accessible and near services that support residents as they pursue educational and career attainment. Jubilee is seeking individuals who are excited about this concept and want to work with us to ensure Justice Housing becomes a reality for all Jubilee Residents who want to be a part of the Justice Housing Community.

POSITION DESCRIPTION:

Jubilee is looking for a Director of Property Management to lead the day-to-day operations of its Washington, DC portfolio. The Director of Property Management will organize, direct and monitor all of Jubilee's property management activities and property management staff, housed across the various multi-family buildings within its portfolio. The ideal candidate will be adept in building, managing and motivating a staff focused on the details that allow Jubilee to provide quality housing and timely service to the residents, routinely achieve its internal performance benchmarks, and comply with the requirements of its many local and federal financial and regulatory stakeholders.

The successful candidate will directly supervise the Senior Community Manager of the JHI portfolio, the Community Manager of the TOPA portfolio, the Facilities Manager and the Compliance Specialist, with oversight of all direct reports to these positions including maintenance, leasing, rent collection, resident income certifications and, in tandem with the Director of Asset Management, program compliance.

REPORTING & WORKING RELATIONSHIPS:

This position reports directly to the COO and works closely with Jubilee's Sr. Management Team, particularly with the Vice President of Finance, Director of Asset Management and Director of Real Estate Development.

ESSENTIAL JOB FUNCTIONS:

Departmental Leadership and Property Oversight

- Create, refine and implement property management operational policies and procedures.

- Visit sites on a regular basis, along with Facilities Manager, to establish and ensure physical standards.
- Mentor staff and monitor ongoing issues at the properties.
- Lead in the development and training of all departmental staff in carrying out the department's policies and procedures with a particular focus on resident retention practices; reporting; and best industry practices for operating procedures such as rent collections, evictions, property management accounting and budget monitoring, maintenance, unit turnover protocols, and purchasing.
- Direct staff in preparing for reviews by regulatory agencies, lenders and investors and attend in preparation for these inspections. Review responses to findings or citations and ensure they are complete and submitted to the agencies on time.
- Oversee the preparation and timely implementation of preventive maintenance programs, identify capital needs, and monitor preparation for physical inspections.
- Oversee the hiring, training, evaluation and preparation of regular performance reviews for the department's staff in coordination with the Human Resources department.
- Ensure that each property has a management and marketing plan tailored to any unique characteristics of the property that will guide site staff in the marketing, leasing, management and maintenance of the property.
- Represent Jubilee on property management matters in meetings with tenant advocates, governmental agencies, funders, and other stakeholders

Leasing & Collections

- Ensure that site teams prepare and follow marketing and outreach plans to ensure healthy waitlists, and that staff understand and follow fair housing laws including reasonable accommodation procedures and policy.
- Secure compliance with current applicable DC landlord-tenant laws and ensure that lease provisions are consistently enforced.
- Monitor rent collections procedures for tenant and subsidy receivables and review collections results with site teams on a monthly basis.
- Ensure compliance with eligibility requirements of applicable funding regimes, such as Low Income Housing Tax Credits, Local Rent Supplement Program and others.

Budget Management

- Review and create annual site budgets with the Vice President of Finance and submit complete budget to the COO for approval in a timely manner.
- Approve all market rent changes, write-offs and reimbursements.
- Perform monthly financial reviews with site teams to ensure compliance with budget and explain variances.
- Review long term capital plans for properties with the Community Managers, Director of Asset Management and Facilities Manager and make recommendations as needed.
- Prepare and present monthly status reports of key property performance indicators (occupancy, budget-to-actual performance, average days vacant, rental collection rates, etc.) to leadership team and Board of Directors. Coordinate with the Director of Asset Management any compliance reporting due to any regulator, lender, investor or other stakeholder to whom such reports are required.

DESIRED QUALIFICATIONS:

- Minimum of 8-10 years property management experience in increasingly responsible affordable rental housing positions.
- 5+ years' experience supervising site teams of Section 8/Housing Choice Vouchers and/or LIHTC properties.

- Experience participating in the acquisition of occupied multi-family properties requiring tenant relocation as part of a comprehensive property repositioning and renovation is a plus.
- Knowledge of the Section 42 Low-Income Housing Tax Credit program, various HUD- assisted and other similar affordable housing programs.
- Strong knowledge of local and federal Fair Housing laws.
- COS and LIHTC certifications a must. REAC, Section 8 and Section 515 experience a plus.
- Bachelor's degree in management/finance or equivalent industry experience.
- Demonstrated leadership using performance incentives and team-building strategies.
- Excellent organization skills, with the ability to handle multiple simultaneous projects in a fast-paced, deadline driven environment.
- Strong interpersonal, written, and verbal communication skills.
- Proficiency in Microsoft Office, One-Site, and related industry software.

SALARY:

Salary \$80 - \$100k

BENEFITS:

Benefits include health, vision, and dental insurance, STD, LTD, and Life insurances, paid vacation, sick leave, holidays, transportation stipend and a matched contribution retirement plan.

BACKGROUND, REFERENCE CHECKS, AND DRUG SCREENING:

Finalist(s) for this position will be subject to a drug screening and will be required to consent to a pre-employment background and reference checks as a condition of employment.

COVID-19:

- As a condition of employment, all external candidates must provide proof that you are fully vaccinated from COVID-19, as of your first day of employment, unless a request for an accommodation has been approved or agree to. If you are not vaccinated, you must agree to having testing done at least once a week.
- "Fully vaccinated" means two (2) weeks have passed since your last dose of a two-dose series or two (2) weeks after a single-dose vaccination.

TO APPLY:

Please email your resume and a cover letter to jjohnson@jubileehousing.org. Please reference the *Director of Property Management* in the subject line.

Jubilee Housing is an Equal Opportunity Employer