

**MID PENINSULA HOUSING COALITION
JOB DESCRIPTION**

JOB TITLE: PROPERTY MANAGER
DEPARTMENT: PROPERTY MANAGEMENT
SUPERVISOR: DIRECTOR OF OPERATIONS
FLSA STATUS: EXEMPT
PREPARED DATE: MAY 2009

SUMMARY

This position reports to the Director of Operations and has the responsibility of managing a portfolio of multi-family properties, achieving strong fiscal performance, solid regulatory compliance and strong teamwork. Key areas of responsibility are: Fiscal Management, Compliance, Facilities Management, Risk Management, Tenant Management, Employee Management, Community Outreach, as well as Internal and External Partnering

Working Relations:

Internal:

- Develops positive working relationships with other Mid-Pen Property Managers
- Works with Asset Management and Property Controller's group to ensure sound fiscal performance of properties
- Works closely with Facilities Management and staff to ensure that the integrity of the physical structures adheres to MPHOC standards and policy regarding maintenance, safety, and curb appeal
- Works with HR to ensure that employees retention rate is high and that performance reviews are conducted in a timely fashion

External:

- Serves as strategic MPHOC liaison with local government agencies

ESSENTIAL JOB FUNCTIONS:

ACHIEVES STRONG FISCAL PERFORMANCE

- Accountable for achievement of financial objectives for portfolio
- Approves expenses according to company policy
- Monitors accounts receivables, individual property cash flow, spending, and expenses according to company policy
- Monitors re-certifications for each prop.
- Monitors incoming rent schedules, rent increases, and renewals on an ongoing basis
- Develops annual budgets for each property in liaison with Asset Management, Accounting and Community Managers
- Submits monthly variance reports on a timely basis
- Manages the property taxes situation for each property, e.g. timing of reassessments, abatement requests and accuracy, and completion of annual Welfare Exemption documents

ACHIEVES STRONG FISCAL PERFORMANCE (con't)

- Completes Replacement Reserve Draws on a quarterly basis according to MidPen's policies and procedures
- Accountable for timely security deposit reimbursements
- Completes periodic reports to lenders, investors, regulatory agencies
- Facilitates and supports completion of annual financial audits and assures completion of all audit open items

ACHIEVES SOLID REGULATORY COMPLIANCE

- Completes periodic reports to lenders, investors, regulatory agencies
- Ensures strict adherence to compliance requirements for all properties in the portfolio; establishes monitoring and tracking plans accordingly
- Monitors property recertification process for completeness, accuracy, and timeliness
- Stays current with compliance and regulatory requirements (e.g. Fair Housing, HUD, TCAC, COS and ensures that property portfolio and staff are in total/strict compliance
- Ensures completion of annual and interim re-certifications on schedule
- Ensures that property files are maintained
- Achieves satisfactory on MOR, TCAC and other regulatory reviews
- Maintains current COS and TCS certification

FACILITIES MANAGEMENT AND MAINTENANCE

- Ensures that a preventive maintenance plan is established executed and maintained for each property in liaison with Facilities
- Remains current on capital project master schedule for property grouping
- Ensures all properties are free of safety hazards and adhere to MPHC's policy and guidelines
- Ensures sites follows company's preferred vendor policy
- Ensures all work orders are documented and completed in a timely, efficient manner
- Ensures vacant units are turned over in 3-6 days
- Ensures all properties meet curb appeal standards and maintain satisfactory performance on grading form
- Ensures that each property has an updated map of the location of all utility routings and cut offs including water, gas, sewer, electrical, telephone and TV

RISK MANAGEMENT

- Develops and executes a risk /security plan for each property with each Community Manager to include:
 - Emergency Preparedness
 - Safety Rules and Work Principles (?)
 - Authority & Accountability
- Adheres to Mid-Pen's business ethics
- Identifies and resolves site security issues

RISK MANAGEMENT (con't)

- Exercise sound judgment and discretion in communicating security and safety issues
- Conducts required monthly safety meetings and documents attendance in accordance with OSHA & Mid-Pen policies.
- Assures CMs are reporting incidents & accidents within 24 hours to HR with appropriate documentation
- Assures site staff follows all procedures in the safety manual and assures all goals and objectives are met

RESIDENT/TENANT MANAGEMENT

- Ensures each property has established, executed and continues to monitor a resident retention plan including:
 - Orientation of new residents to building site, policies and procedures
- Ensures tenant complaints are handled diplomatically with timely resolution
- Ensures evictions are processed in compliance with regulatory guidelines, court orders and/or in adherence to MPHC policy guidelines
- Helps CM enforces resident lease and house rules as needed
- Monitors the resident retention rate at each property

EMPLOYEE SUPERVISION/MANAGEMENT

- Hires, orients, trains and coaches Community Managers for high performance
- Conducts annual performance review and monitors staff performance; actively mentors and supports staff career development plans
- Establishes effective communication channels with staff
- Plans, organizes, leads, and directs CMs/Property
- Ensures understanding of new policies and procedures information
- Supports Mid-Pen's problem solving policy and process for resolving employee issues and works closely with PM Executive, HR as needed
- Builds a positive team atmosphere
- Resolves HR problems and keeps management informed

MARKETING

- Develops and executes marketing plan in liaison with Development team
- Ensures units are marketed in accordance with approved marketing plan
- Ensures site software is used to enter all relevant transactions in a timely manner
- Ensures waiting list guidelines are adhered to and screens applicants accordingly
- Ensures required documentation is obtained and completes certifications

OTHER – Performs other assignments as requested

Job Description, Property Manager (con't)

QUALIFICATIONS

- BA degree preferred, or AA degree with 1+ years related experience and/or training.
- TCS and COS Certified
- 4-5 years multi-family residential property management experience with a minimum 2 years affordable housing experience
- 4-5 years management experience
- Demonstrated competence with Microsoft Word, Excel, Outlook and such property management software as MRI, Yardi, or Boston Post
- Basic accounting skills
- Working knowledge of required building maintenance
- Ability to perform business math calculations
- Ability to think strategically and tactically
- Strong employee coaching and mentoring skills
- Ability to pass basic business math test with passing score of 75%, e.g. add, subtract, multiply, divide, calculate percentages.
- Very strong written and verbal communication skills
- Ability to read, analyze and interpret financial reports and legal documents.
- Ability to respond to common inquiries or complaints from regulatory agencies or members of the business community. Ability to effectively present information to management, public groups
- Ability to analyze complex situations while making sound decisions and balancing competing priorities under a deadline
- Takes pro-active measures to prevent problems from occurring or re-emerging
- Fine attention to detail
- Reliable transportation, CA Drivers License, DMV clearance; Travel to different properties required