



APRIL 2023
FLSA: EXEMPT
CONTRACT POSITION

DIRECTOR OF PROPERTY OPERATIONS

DEFINITION

Under administrative direction, plans, organizes, manages, and provides direction and oversight for all functions and activities of the Property Operations Department (including property management through third party management, commercial leases, resident services contracts, capital improvements, monitoring various regulatory agreements with providers and related activities). Coordinates assigned activities with other Housing Authority departments, officials, outside agencies, and the public; fosters cooperative working relationships among Housing Authority departments, with intergovernmental and regulatory agencies, and various public and private groups; provides highly responsible and complex administrative assistance to the Executive Director in coordination and administration of departmental activities and operations; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Executive Director or Deputy Executive Director. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over professional, technical, and administrative support staff directly and through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a department head classification that oversees, directs, and participates in all activities of the Property Operations Department, including short- and long-term planning, development, and administration of departmental policies, procedures, and services. This class helps the Executive Director/Deputy Executive Director in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, housing policy and programs, property management and contract monitoring for third party property management, property operating budgets, resident services and property maintenance functions and activities, and the ability to manage the agency's third party contract for the the management and maintenance of the Housing Authority's properties, and related resident services. This position will also work with the asset management staff to contribute to the long-term management and monitoring of the Housing Authority owned real estate and the related ownership responsibilities including the administration of the Housing Authority's affiliates. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is

accountable for accomplishing departmental planning and operational goals and objectives and for furthering Housing Authority goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all Property Operations, Capital Improvement, Resident Services, Permanent Supportive Housing, and related programs, services, and activities including providing analysis and recommendations on local and state policies and appropriations that may impact Housing Authority property operations.
- Manages portfolio contracts including but not limited to the property management company, resident services provider, facilities related services, joint venture, land lease partners, and permanent supportive housing contracts with the County.
- Ensures compliance with contracts and agreements with all third parties, and ensures that the department adheres to the agency's procurement policy at all times; reviews and finalizes draft contracts, lease agreements, regulatory agreements, loan documents and other financing arrangements.
- Determines the Housing Authority's need and requirements for contractual services, oversees the development of requests for proposals for professional services and the advertising and bid processes for the department; evaluates proposals and recommends project award; negotiates contracts and agreements and administers same after award in accordance with Agency procurement policies and procedures.
- Manages and monitors the property portfolio performance to the agency's key performance indicators (KPI); takes corrective action on properties where the KPIs are not met. Reports on property/portfolio performance including vacancy and turnover, rent collections debt service and NOI; develops and monitors property and project expense budgets and approves property and project expenditures and proposes rent increases. Ensures real estate related collection of rent and other fees due from third parties.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; proposes and establishes, within Housing Authority policy, appropriate budget, service, and staffing levels.
- Creates and manages the department's annual budget and the individual budgets of the properties; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Creates policies and procedures to manage the agency's portfolio. Works with the Housing Development Department on all new projects and serves as the lead on the

lease up and stabilization of new developments; tracks all documents and ensures the responsibilities of the owner are fulfilled.

- Submits required reports to funders, lenders, and other parties regarding the properties. Reviews and submits welfare tax exemptions and TCAC required annual reporting.
- Provides regular reports and presentations to the Board of Commissioners and nonprofit subsidiaries on property performance. Ensures third party property managers adhere to AHA's written procedures. Conducts regular onsite visits to each property and contract reviews for compliance, and is responsible for all third party site visits or audits of the properties. Ensures annual third party quality control of the files at the sites is performed.
- Manages complex tenant issues including lease violations, terminations, complaints etc. that the property management company requires assistance with, including representing AHA in court where necessary. Manages and participates in internal procedures on termination of tenancy and reasonable accommodations.
- Manages a range of programs that assist AHA residents including parking permits, food access, gardening plots, contracts with the county etc. Responsible for management and oversight of any related programmatic or service contracts with the county and city, including homeless services contracts; ensures compliance with county CES process. Forms partnerships with other agencies and providers to coordinate work and resolve issues.
- Evaluates and recommends appropriate insurance coverage for the agency, its affiliates, and properties; works with staff including the Risk Control Manager to process property related insurance claims.
- Selects, trains, motivates, manages, supervises, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Housing Authority needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of changes.
- Cooperates with development and asset management staff to pursue new or alternate financing and other resources for project funding such as tax credits, multi-family bonds, grants, outside loans, property trades, etc.; ensures a viable lease up and management plan is approved for each new development project; facilitates relocation of tenants.

- Responds to and manages difficult and sensitive public enquiries, tenant/resident complaints, and other requests for information; coordinates and assists with resolution and alternative recommendations. Responsible for resident satisfaction issues, fair housing, and 504 and nondiscrimination compliance in the activities of the department.
- Manages the MOUs, leases, relationships and financial arrangements with co-developers, homeowner associations and lessors of AHA-owned land and facilities.
- Manages and monitors usage of the Yardi property management software and all other computer and paper-based systems for the department, ensures that accurate information is maintained. Coordinates with the Administrative Services Department to identify and implement system upgrades and arrange for training, as necessary.
- Coordinates with the Director of Human Resources and Risk Control Manager on agency safety issues, including facilitating changes needed to office facilities.
- Represents the department to other Housing Authority departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to the Board of Commissioners, resident groups, and a variety of other boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in related fields.
- Monitors changes in laws, regulations, and technology that may affect Housing Authority or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Executive Director. Maintains and directs the maintenance of working and official departmental files.
- May represent AHA and its affiliates in small claims and eviction court including as a person most knowledgeable (PMK) for the agency.
- May be asked to cover for other supervisory staff as needed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Affordable housing financing, compliance, asset, and property management, preferably in the context of the California legal environment. Compliance and

management experience with LIHTC and project-based or section 8/Housing Choice Voucher funded affordable housing is required.

- Administrative principles and practices, including goal setting; program development, implementation, and evaluation; and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency or nonprofit budget development, contract administration, agency level administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs, principles, and practices of public agency government administration.
- Knowledge of Federal, State, and local laws concerning building and accessibility codes, regulations, and standards; building maintenance practices and safety regulations; property related cost estimation and cost control.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles, practices, and funding sources for redevelopment, housing, economic development, and related programs and projects.
- Principles and practices of property and project management.
- Methods of legal research, including computer research.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Housing Authority in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Housing Authority staff.
- Knowledge of, and experienced user of Yardi affordable software is preferred
- Knowledge of social services and resident services programming in the affordable housing environment.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas; research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Provide administrative and professional leadership and direction for the department and the Housing Authority.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Manage contracts to ensure compliance with terms; work effectively with third party vendors to address and resolve any issues.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.

- Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility; select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Conduct effective negotiations and effectively represent the Housing Authority and the department in meetings with governmental agencies, various businesses, professionals, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Communicate clearly and effectively, orally and in writing, to staff, the Board, City and other partners, and the public
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in public or business administration, real estate, finance, project management, or a related field and seven (7) years of experience in multi-unit affordable housing property management including four (4) years of supervisory experience at the regional manager or higher level.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California driver's license by time of appointment and ability to meet the driving record requirements for coverage under agency's auto liability policy.
- Low Income Housing Tax Credit (LIHTC) compliance certified strongly preferred.
- Real estate broker's license or ability to obtain one in the first 12 months preferred.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, and to visit various Housing Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and

walking between work areas may be required; the job involves some fieldwork requiring frequent walking in operational areas to inspect properties, and identify problems or hazards in work areas. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees, when working in the field, may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.