

PROPERTY MANAGEMENT SUPERVISOR

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; May, under general direction, participate in the activities of Housing Authority (AHA) staff engaged in the provision of permanent supportive housing (PSH) assistance, including overseeing policies and programs to prevent homelessness and maintain stable housing, especially among special needs populations, assist in developing and coordinating policies within our PSH properties that make supportive housing available, accessible, and effective. This position may also be assigned specific properties to manage through the third-party agent.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Property Operations. Exercises general direction and supervision over professional, technical, administrative support staff, and the third-party management company.

CLASS CHARACTERISTICS

This is a supervisory-level classification responsible for overseeing the operations and compliance of housing properties owned and managed by the AHA. Incumbents perform a wide range of analytical, management, and technical assignments supporting AHA operations and programs.

Responsibilities include supervising assigned staff, developing and implementing property operations procedures, monitoring contract performance, supporting lease-up activities, and assisting with policy development and program evaluation. The position works closely with internal departments and external partners to ensure efficient property operations.

This class is distinguished from non-supervisory property or program support classifications by its responsibility for supervision, higher-level analytical work, and independent decision-making authority related to property operations and agency initiatives.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right 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.

- Provides input in the development and implementation of goals, objectives, policies, and priorities for assigned property operations functions; recommends appropriate service levels within Housing Authority policy; recommends, administers, and creates policies and procedures for the department and the management of the PMC under contract.
- Oversees and participates in property management activities and functions; ensures compliance with Federal, State, and local laws, HUD regulations, and AHA policies.
- Collects, analyzes, and reports on operational data related to workload, productivity, financial performance, and compliance; recommends process improvements and policy updates based on findings to the Director.
- Performs a variety of complex data compilation and research; prepares summaries, reports, and correspondence.
- Interprets and applies laws, regulations, policies, and procedures related to Department of Housing and Urban Development (HUD) guidelines, and the AHA Administrative Plan, including Fair Housing and Limited English Proficiency (LEP).
- Provides administrative support to the Director of Property Operations as needed.
- Leads and facilitates annual Town Hall meetings with residents and stakeholders to gather input and share program updates.
- Attends department and Housing Authority meetings; participates in a variety of mandatory training activities; obtains housing certificates related to the assignment.
- May represent the agency on special committees and working groups on housing, homelessness, and PSH initiatives; assist in developing outreach and communication strategies.
- Establishes a culture and policies that support ongoing data collection, data integration and evaluation.
- Participate in reasonable accommodation committee reviews and meetings.
- Conducts regular site walks/inspections at each AHA communities; identifies and follows up on maintenance needs, and safety concerns.
- Assist in the preparation and monitoring of operating budgets; tracks expenditures and prepares monthly financial summaries. Participate in the annual operating budget review.

- Act as the liaison with the Housing Programs Department (HPD) team and track Housing Quality Standards (HQS) inspections and fails. Monitor potential rent abatement and track landlord fails/third party management responsibility of abatement as applicable. Ensure the referrals of resident fails are referred to social services through to completion.
- Maintains and updates the rent increase tracker; issues written follow-ups to third-party management for corrections within the required timeframes.
- Oversees file audit tracking and compliance.
- Monitor the recertification process and status from third party management in Yardi.
- Evaluate the cost of turnover and make ready status/completion time for the portfolio on an ongoing basis identifying opportunities for improvement including, but not limited to; quality, expense control, benefits to in house vs. vendor, rent loss, etc. considering alternatives.
- Audits accounts receivable (AR) reports and payment activity for accuracy, timely submission of files to legal as applicable, completion of past due balances/write offs, monitoring of payment plans in Yardi, and ensure accuracy of the Housing Assistance Payments (HAP).
- Manage the annual inspection to be completed by the third-party management monitoring the progress and results of these inspections ensuring all life / safety items are addressed in a timely manner, identify items for future budgets, ensure a service request is completed for each area of concern and track through to completion.
- Coordinates with onsite case management to ensure that supportive services for residents are accessible and effective.
- Maintains records and logs and prepares various reports, summaries, and correspondence utilizing designated computer software programs as directed.
- Interprets and explains applicable laws, regulations, policies, and procedures related to the program.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of property management, including lease administration, tenant relations, inspections, maintenance coordination and unit turnover.
- Administrative principles and practices including goal setting, program development, implementation, and evaluation of staff.
- Project and/or program management, analytical processes, and report preparation techniques; organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Principles and practices of research, data collection, analysis, reporting methods, techniques, and procedures.

- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned program(s).
- Methods and practices used in housing assistance and/or social service programs.
- Applicable laws and regulations including those related to fair housing, local housing codes, and guidelines enforced by the Department of Housing and Urban Development, and Americans with Disabilities Act (ADA) requirements.
- Policies, technical processes, and procedures related to the Housing Authority.
- Methods used to conduct housing inspections; identify life/safety issues, deferred maintenance and capital planning needs.
- Methods and techniques for overseeing third-party property management contracts and evaluating vendor performance.
- Principles of budget development, financial tracking, and cost analysis as related to property operations and project management.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer and software applications related to the work, including Yardi, word processing, web design, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Principles and practices of organizational leadership, public administration, including personnel management and budgeting.
- Federal, State and local community development programs and private resources available for relocation, rehabilitation, redevelopment and/or new construction.
- Real estate financing and land use strategies to stimulate, facilitate and support the development of affordable and supportive housing units, including methods of analyzing financial and economic feasibility of housing projects.
- Strategies and best practices to fund and deliver effective health and social services in supportive housing settings, including best practices, principles and funding strategies for services to those experiencing homelessness.
- Effective methods of strategic planning, problem-solving, and decision making.
- Team building and consensus building strategies that foster collaboration.
- Principles and techniques of organizational analysis and design to develop, implement and monitor service delivery policies and procedures.
- Best practices in employee supervision, performance management, and motivation.
- Strong interpersonal and communication skills, both verbal and written, including customer service techniques for interacting professionally with tenants, the public, vendors, contractors, and Housing Authority staff.

Ability to:

- Supervise, train, evaluate, motivate, and direct staff; provide coaching and conduct succession planning; oversee teams engaged in research, analysis, and program evaluation.

- Analyze and apply trends in the field of affordable and supportive housing, homelessness, health care and social services.
- Develop and implement strategies suited for clients in specialized program areas.
- Work with staff to conduct effective public relations, outreach and information programs.
- Evaluate emergency situations and respond with sound judgment and appropriate action.
- Demonstrate consistent use of respectful communication, authentic collaboration, innovation and transparency.
- Negotiate effective solutions that balance diverse interests and is able to prioritize the needs of people experiencing homelessness while responding to concerns of the community at large.
- Thrive in a fast-paced, high-profile environment; effectively manage multiple high priority projects with competing deadlines.
- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Administer programs and operations effectively.
- Evaluate, improve, and implement operations, procedures, policies, or methods.
- Coordinate and oversee programmatic administrative, and compliance reporting activities.
- Exercise independent judgment and solve complex problems under pressure.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from executive staff with minimal direction.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations as well as applicable Housing Authority policies and procedures.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Use initiative and exercise independent judgment.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- 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 and maintain 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 and legal guidelines in politically sensitive situations.

- 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.

Equivalent to graduation from an accredited four-year college or university with major coursework in social work, sociology, urban studies, public administration, or a related field; and four (4) years of progressively responsible experience in **in multi-unit housing property management**; experience with homeless housing, permanent supportive housing, the Housing Choice Voucher (Section 8) program, Low Income Tax Credits (LIHTC), and affordable housing program management experience in this area is preferred. Experience must include at least two (2) years of supervisory experience; three (3) or more years is preferred.

Licenses and Certifications:

Possession of, or ability to obtain, a valid driver's license by time of appointment. Must be able to be insured under AHA's owned automobile insurance policy.

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. 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 may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.