

**PROVIDENCE HOUSING DEVELOPMENT CORPORATION
JOB DESCRIPTION**

<u>POSITION TITLE</u>	Regional Property Manager
<u>DEPARTMENT</u>	Property Management
<u>STATUS</u>	Exempt , Executive
<u>PRIMARY FUNCTION</u>	To assist the Director of Asset Management in the management of a portfolio of properties.
<u>TITLE OF DIRECT SUPERVISOR</u>	Director of Asset Management
<u>GRADE</u>	8

SPECIFIC DUTIES

Coordinate the management of a portfolio of properties, including but not limited to:

1. Assigns tasks to property managers and monitors workflow;
2. Directs on-site staff regarding programs and implementation of services in the property maintenance, housing management and cost assessment functions of properties;
3. Trains and monitors staff on the control systems to assure compliance with established regulatory legal guidelines and policies in areas such as the New York State Homes & Community Renewal (HCR) Low-Income Housing Tax Credit (LIHTC), federal and state requirements, Department of Housing and Urban Development (HUD), Rural Development (RD), Fair Housing Regulations, leasing functions, tenant grievance hearings or other legal actions;
4. Supervises management personnel responsible for all activities associated with the day-to-day occupancy of the properties;
5. Participates in creating annual operating and capital improvement budgets, and monitors same;
6. Collaborate with Maintenance Coordinator as needed;
7. Monitors financial performance of the properties;
8. Prepares and submits reporting requirements to appropriate regulatory authorities and partners;
9. Recommends and monitors the operations of a variety of on-site programs established to improve the quality of life of the tenants;
10. Evaluates employee performance, goals and objectives, and standard operating requirements to identify training needs and assist in establishing training programs;
11. Supervises the eviction of tenants when necessary and assists with eviction proceedings;
12. Informs the Director of Asset Management of activities and project status;
13. Assists with collection efforts and past due tenant accounts;
14. Collaborates with marketing department to prepare appropriate marketing material and ensures that all published information is correct;
15. Keeps apprised of all rules, regulations, statutes, laws, required to maintain a low income housing project;
16. Responds to unresolved complaints of tenants;
17. Process and review accounts payables in accordance with company policy and procedures;
18. Participates as requested in other assignments;

KEY PERFORMANCE MEASURES

- 100% compliance with fair housing regulations and regulatory requirements.
- Achieve targeted cash flow for properties.
- Ensure high level of tenant satisfaction.
- Maintain an overall occupancy rate of 97% or more for property portfolio.
- Ensure units do not remain vacant for more than 30 days.
- Ensure collection of 98% of scheduled rents by the end of the month in which they are due.
- Ensure that 100% of all tenant recertifications are completed at least 30 days prior to the effective date.
- Ensure the passing of regulatory compliance visits with no adverse findings.
- Ensure overall tenant satisfaction.
- Continual completion of improvement projects.

QUALIFICATIONS

Education Bachelor's Degree strongly preferred.

Experience 5 years experience in Property Management, with 3 years experience with affordable housing programs required.

SPECIAL REQUIREMENTS

- Certified credit compliance professional or willingness to attend training to obtain certification.
- Excellent interpersonal skills
- Excellent written and oral communication skills
- Methodical and organized
- Dependable
- Valid NYS driver's license and driving record acceptable to agency and reliable transportation.
- Flexible schedule
- Good reading comprehension and writing skills
- Use of Microsoft Office including Word, Excel, Access, e-mail and web navigation capabilities.
- Honest
- Courteous