

## **CHN Housing Partners**

### **Assistant Director of Property Management**

**REPORTS TO:** Property Management

#### **POSITION SUMMARY**

This position is responsible for supporting the Director of Property Management in managing an effective and efficient Property Management department which meets or exceeds established goals in leasing, collections, compliance and resident satisfaction leading to successful homeownership outcomes or successful tenancy. This position focuses on overseeing the physical property management, and maintenance of CHN Housing Partners and its non-profit and for-profit affiliated management entities, and its non-profit and for-profit affiliated single family lease purchase and multifamily affordable housing projects. This position further includes working closely and coordinating with CHN's single family scattered site maintenance department which does not report to CHN's property management department, but works in tandem with CHN's property management department.

Responsibilities will include assuring that CHN, its affiliated management companies and project affiliates' physical assets are managed and maintained in accordance with OHFA, MSHDA, HUD, City, and Syndicators' standards. Responsibilities will also include budgeting; vouchering submission; assures completion of routine and non-routine maintenance; monitors on-going occupancy and lease compliance; oversees any relocation activities; represents the agency in court when necessary; monitors operating practices and procedures and recommends changes to promote efficiency; supervises the Property Managers, Multifamily Maintenance Teams, and other assigned staff, and performs other related duties, as required. This position reports to the Director of Property Management.

#### **RESPONSIBILITIES**

- Must be able to perform job duties of the Director of Property Management when needed.
- Ensure that properties are secure and well maintained.
- Work with residents and staff to meet or exceed operational goals as established by the Director of Property Management.
- Ensure that all physical assets in the portfolio are being maintained and inspected semiannually and annually.
- Assist the Director of Property Management in planning, coordinating, setting goals, and assessing the physical need of the properties.
- When needed monitor security contracts and coordinate with Director of Property Management the available resources such as police, security vendor, and security equipment to address and follow up on security and crime related issues.
- Monitor all contractors that conduct physical work on the properties to ensure that properties meet all required state and local codes as well as housing finance agency standards.
- As needed, coordinate and supervise inspections (move-in, move-out, and quarterly) of all units under supervision.
- Respond to inquiries, complaints and requests from tenants, public officials and the general public. Attend and/or participate in meetings with public officials, resident councils, and community groups to address/resolve current problems, programs, and planning for future activities.
- When needed, assist in preparing annual budgets and monitor budget expenditures to help ensure the efficient functioning of properties while maintaining the curb appeal, safety, security, and future usability of the assets.
- Ensure the procurement of required parts, supplies, materials, and fixed assets, reconcile invoices, and approve payment in a timely manner. Prepare, execute, and monitor contracts and purchase orders, assuring adherence to procurement requirements.
- When needed, supervise, review and guide recommendations in the area of tenant transfer requests, tenant service charges, tenant grievances, lease terminations, evictions, and legal actions. Advise Property Managers as to course of action to be considered based on appropriate policy, procedure, and regulations.
- Ensure maintenance requests are completed in an efficient and timely manner through coordination with the CHN's Single Family Maintenance Team, Multi-Family Maintenance Staff and Property Managers. Coordinate administrative and maintenance staff to prepare buildings and grounds for Housing Finance Agency, REAC, State, City and Syndicator inspections to ensure high performer designation.
- When needed, oversee and ensure pest control policies and procedures are carried out at assigned properties. Monitor pest control vendor performance.
- When needed, oversee and manage any relocation activities.

- When needed oversee all lease-up, certification, and recertification activities for Multi-family and all scatter site properties directly owned, or under contractual agreement for Property Management Services with CHN or its affiliated property management entities.
- Inspect all multi-family properties to ensure proper upkeep and visual appearance, prior to Housing Finance Agency, State, City, Syndicator, or third party audits, with a special emphasis on common areas, landscaping and vacant units.
- Ensure Properties achieve a satisfactory, or better MOR rating and 80 or better REAC Score at Erie Square and a 90 or better at all other multifamily assets in the portfolio. Ensure properties maintain a high performance standard including better than a 97% occupancy; and greater than 94% collection rate.
- When needed, ensure that staff is consistently applying policies and procedures. Prepare and review annual and semi-annual performance appraisals and discuss with subordinates as appropriate.
- Prepare a variety of reports and maintain appropriate records. Strictly adhere to report deadlines as requested by Director.
- Serve as the liaison to and establish relationships with the Cleveland Metropolitan Housing Authority, the Region HUD office and their third party service providers, as well as prepare and submit all reporting necessary to satisfy requests/requirements of these entities.
- Ensures HUD REAC inspections are properly prepared for and conducted by site management, and that issues are addressed and corrected in a timely manner, and responses are forwarded back to the reporting party in a timely manner.
- Respond to report requests and coordinate site visits from funders including; OHFA, CMHA, HUD, ODOD, FHLBB, the City of Cleveland & others. Coordinate ESIC, Key CDC, OCCH, Cinnaire & NEF site visits for Multifamily and Lease Purchase properties.
- Coordinate necessary staff training.
- Other - Provide support to the Director of Property Management regarding implementation of policies, procedures, and functions as the Director of Property Management deems necessary.

#### **QUALIFICATIONS:**

- Seven or more years of administrative property management experience, both in tax credit and in public & assisted housing management, REAC and MOR. BA / BS preferred.
- Demonstrated supervisory experience involving planning, evaluating, organizing, monitoring, and delegating the work of assigned staff.
- Strong written and verbal communication skills. Able to communicate effectively, both orally and in writing, with persons of varied economic, social, and ethnic backgrounds, and with persons with mental or other disabilities.
- Extensive training in the field of property management.
- Excellent organizational skills.
- Strong interpersonal communication skills & excellent customer service orientation
- Demonstrated ability to assist in the administration of a variety of programs in an efficient manner; provide assistance in new program development, policies, and procedures
- Demonstrated ability to resolve problems, complaints, concerns, and emergencies.
- Associates degree or equivalent experience in housing management experience
- Certification from IREM, NHMS, COS, HCCP or other professional accreditation programs required
- Strong organizational & analytical skills. Detailed oriented
- Strong computer skills including good working knowledge of MS Office
- Excellent customer service orientation
- Excellent verbal and written communication skills

If you are interested and meet the outlined qualifications, you can apply for this position by emailing your resume and cover letter to Sandra Durda at [sdurda@chnnet.com](mailto:sdurda@chnnet.com) or via the following link

<https://chnhousingpartners.org/employment-application/>

**M/F/V/D/EOE**