



Better Housing
COALITION

Property Manager

The Better Housing Coalition is a regional leader in affordable housing development and management. Since 1988, the organization has evolved into the region's largest nonprofit community development corporation. BHC creates high-quality homes for residents of modest means, and empowers them with programs and tools to help them reach their fullest potential, at all stages of life. The Better Housing Coalition owns and manages more than 1,400 apartments located in the city of Richmond, Henrico and Chesterfield counties. In order to accomplish our mission, it is essential for BHC to attract and retain energetic and knowledgeable employees who share its values.

If you are interested in helping BHC and our residents achieve their goals, please apply for the position of Property Manager. This position is responsible for meeting the financial, customer service, and operational targets. Provides comprehensive, day-to-day management of multifamily property and for providing professional, courteous service in the highest ethical manner. Ensure property assets are maintained and potential liabilities are recognized and corrected appropriately. Supervises Property Management site staff, including leasing and administrative property operations activities to maintain occupancy goals. Ensures property performance to established budgetary and financial measures to meet federal/state/local and/or grant partner regulations and guidelines. Maintains positive, productive working relations with the other divisions of BHC, especially those which interact directly with residents, including Community/Resident Services. This position is management and resident intensive and requires frequent evening/weekend hours, daytime, and regular on-call availability as work load necessitates.

Essential Duties and Responsibilities

- The Property Manager is responsible for meeting the financial, customer service, and operational targets defined in the assigned property's business plan, as funds and resources are available.
- Provides comprehensive, day-to-day management of assigned multifamily property and for providing professional, courteous service in the highest ethical manner.
- Ensures property assets are maintained and potential liabilities are recognized and corrected appropriately.
- Supervises Property Management site staff, including leasing and administrative property operations activities to maintain occupancy goals. Responsible for leasing, administrative, and operations property functions and achieving goals in the absence of site staff.

- Ensures property performance to established budgetary and financial measures to meet federal/state/local and/or grant partner regulations and guidelines.
- Accountable for the accurate and timely collection, posting, and deposits of rent income under required time frames and policies, using property management software.
- Inspects vacant apartments on a daily basis to ensure no unauthorized/unreported occupancy, checks rent-ready status, and identifies apartment defects that could threaten the health/safety of a neighboring resident or property.
- Works with Property Management leadership to identify and schedule needed capital improvements to ensure assigned properties maintain high quality of livability.
- Maintains positive, productive working relations with the other divisions of BHC, especially those which interact directly with residents, including Community/Resident Services.
- Collaborates with Community/Resident Services staff, partners, and volunteers to ensure delivery of resident programs and support.
- Applies communication and conflict resolution skills to diffuse client concerns in a professional, courteous, and empathetic manner to seek resolution.
- Holds weekly staff meetings with employees to identify any property needs/concerns and seek solutions. Hosts monthly safety meetings to review protocol, distribute information, and discuss issues. Keeps staff attendance.
- Assists in the preparation of the annual property budget and monitors budget monthly in order to review purchases and control costs.
- Manages the operations, maintenance and record-keeping of all properties to ensure program compliance for tax credit, HUD, LIHTC, AHP and related requirements through regular file audits, property inspection and timely reporting.
- Appropriately manages properties with income restrictions, ensuring no over-income or falsification of information or records provided.
- Participates in recruiting and hiring staff and ensures procedures and paperwork are completed accurately and on time, in order to meet payroll and compliance requirements.
- Provides ongoing supervision and training to property staff, overseeing completion of annual staff development and training plans in order to maximize employee success.
- Implements internal assessments for quality assurance and customer satisfaction as requested/directed.
- Meets recordkeeping guidelines as related to grant or regulatory funding program requirements and maintains human resources or other confidential

information with discretion as required by various employment and statutory laws.

- Demonstrates continuous effort to improve operations and works cooperatively with others to provide quality service.
- Participates in special projects and performs other duties as required.
- Knowledge, Skills, and Abilities
- Knowledge of Federal/State/Local Fair Housing regulations, Federal Low Income Housing Tax Credit, HUD and AHP, related programs. Required to obtain certifications within the timeframe specified at time of hire or promotion, and ability to maintain certifications as required.
- Excellent supervisory, verbal, and written communications skills, ability to prepare/draft professional correspondence.
- Must possess excellent judgment, a high level of interpersonal skills and ability to handle sensitive or confidential information with a high degree of professional discretion.
- Ability to establish and maintain effective working relationships with co-workers and partners.
- Availability to work beyond the regular work day, including occasional evening and weekend hours to meet various business demands. Nature of duties requires a high degree of reliability, independence, trust, and regular attendance. Regular on call availability required after work hours.
- Responsible for reliable transportation to/from work. Ability to travel to other locations as needed.
- Computer proficiency in Microsoft Office (Word, Excel, Outlook) and complete understanding of property management software.
- Strong organizational skills with the ability to manage and prioritize multiple tasks and responsibilities while working under pressure to meet deadlines.
- Must be able to concentrate on intricate detail with regular interruption.
- Must be able to understand and relate the concepts behind specific ideas and policies to others. Accountable for inquiring or escalating issues appropriately for resolution.
- Must be able to work well under pressure
- Ability to accurately perform intermediate mathematical functions to calculate rent payments, subsidies, late fees, etc.
- Multilingual ability desirable in communities and markets served.

Education and Experience

- High School diploma or equivalent (GED) required. Associates degree in Business, Property Management, Real Estate, or related field highly desirable and preferred.
- Three to five years of experience in multifamily property management in an Assistant Manager or supervisory role, serving at least 100 units required.
- Managing Section 8 property (preferably a PRAC 202)

Environmental Factors and Physical Requirements

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations, as required under the Americans with Disabilities Act (“ADA”), will be made to enable individuals with disabilities to perform the essential functions.

The employee must possess:

- Ability to execute property inspection schedule for grounds, buildings, and units. Ability to climb stairs or navigate uneven, rough, or rocky ground on a regular basis to conduct required inspections.
- Ability to climb/stoop/bend to thoroughly inspect properties including cabinetry, flooring, crawlspaces, and other areas.
- Ability to lift/carry/manipulate (document files, supply boxes, etc.) weighing up to 50 pounds on a regular, recurrent basis.
- Ability to travel and meet with property staff, internal/external customers and stakeholders to perform job duties.
- Ability to read documents and contracts, analyze performance criteria, input numbers in spreadsheets and computer software, and read and respond to large volumes of daily emails.
- Ability to be attentive to resident and staff concerns, providing customer support and training/coaching opportunities.
- Ability to withstand occasional exposure to noise, dust, or commonly present environmental chemicals or fumes.
- Most work is conducted in an office environment with temperature control with natural and artificial light; however, employee must be able to perform outdoor activities requiring exposure to seasonal weather and associated temperature fluctuations.

The position requires a minimum of four years of rental experience with extensive tax credit, HUD, and conventional experience. The successful candidate must have working knowledge of Microsoft Office and Yardi property management software, be in possession of a valid driver’s license, and have the ability to satisfactorily pass a pre-employment background and drug screen. Bilingual is a plus. Please send salary requirements, cover letter and resume to recruiting@betterhousingcoalition.org or fax to (804) 644-1057. EOE.