



## PROPERTY MANAGER, MULTI-FAMILY AFFORDABLE HOUSING

**Better Housing Coalition** is searching for a Property Manager for one of our 19 different properties located in Metro-Richmond, Virginia.

**Property Manager** hours are Monday-Friday 8:30 AM-5 PM. Starting salary is \$55,000 annually. We have an AMAZING benefits package that includes **10 days off during the summer months, 13 holidays and 21 days of PTO for first year employees.** (Full benefits list is included below) This is a full time, salary, mid-level position with opportunity for advancement.

**The Property Manager reports to the Portfolio Manager and works at their direction. the Property Manager focuses on:**

- General Operation support and oversight of North Oak Apartments
- Guides property staff concerning Affordable Housing regulations
- Supervises team in order to meet/exceed high customer service goals
- Ensures that property is being maintained according to the high standards of BHC
- Minimizes vacancies at property

## NEED TO HAVE

- Previous experience in a supervisory role in multifamily property management
- Understanding of affordable housing rental regulations; some of these regulations will include Low Income Housing Tax Credit (LIHTC), HUD and State Agency restrictions.
- Patience when supervising/coaching others
- Valid Driver's License
- Ability to pass comprehensive background & drug screening

## RESPONSIBILITIES

- Provide leadership and direction related to the day-to-day operations for property including tenant relations, operations, maintenance and sound financial management.

- Develop the annual operating budget and follow the business plan at the property providing explanations for variances and any required financial reporting.
- Accountable for the accurate and timely collection, posting, and deposits of rent income using property management software.
- Complete re-certifications or lease renewals by deadline.
- Display mandated resident information on community bulletin boards.
- Manage 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.
- Determine if resident should be referred to community social work.
- Collaborate with Community/Resident Services staff, partners, and volunteers to ensure delivery of resident programs and support.
- Partner with Resident Services to ensure late paying residents receive eviction prevention services.
- Collaborate with External Affairs to ensure marketing materials are current and stock levels are adequate.
- Monitor vacancy and determine when to advertise or cancel advertisements. Work with account executives to ensure accurate and appropriate ad content.
- Apply communication and conflict resolution skills to diffuse resident concerns in a professional, courteous, and empathetic manner to seek resolution.
- Hold weekly staff meetings with employees to identify any property needs/concerns and seek solutions.
- Host monthly safety meetings to review protocol, distribute information, and discuss issues.
- Manage properties with income restrictions, ensuring no over-income or falsification of information or records provided.
- Enter POs and analyze invoices resolving discrepancies prior to submittal.
- Ensure vacant apartments are inspected daily and apartments are turned within 5 to 7 days.
- Management/Leadership: set goals with metrics annually for all employees; complete Quarterly Progress Meetings (QPMs) and Performance Appraisals by deadlines; hold employees accountable for performance & behavior; provide on-going training and development to ensure employee's success; approve time cards and PO requests by deadlines; participate in hiring and disciplinary action decisions and processes.
- All other duties as assigned by management.

## SKILLS

- Functional knowledge of Federal/State/Local Fair Housing regulations, Federal Low Income Housing Tax Credit, HUD and AHP, related programs.
- Strong organizational and time management skills
- Strong problem solving skills
- High level of initiative
- Proficiency with MS Office products
- Travel by car to meetings and BHC properties
- Ability to access the facility on all floors via staircases
- Ability to frequently move throughout the property
- Ability to lift, transport or position up to 10 pounds
- Effective and professional verbal and written communications
- Proficiency with MS Office products

## EDUCATION & EXPERIENCE

- High School diploma or equivalent (GED)
- Previous experience in multi-family property management
- Previous experience developing and maintaining a budget (preferred)
- Previous experience in a supervisory/management role in the multifamily property management (preferred)
- Affordable housing experience
- Knowledge of Federal/State/Local Fair Housing regulations, Federal Low Income Housing Tax Credit, HUD and AHP, related programs
- Understanding of LIHTC, HOME, and HUD programs
- Valid Driver's License
- Yardi/Rent Café experience (preferred)

To apply, please email your resume to [l.lacroix@betterhousingcoalition.org](mailto:l.lacroix@betterhousingcoalition.org) and put "Property Manager, Multi-Family Housing" in the subject line.

The Better Housing Coalition is an equal opportunity employer.