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Director of Property Management Job Description

Reports: CEO
Status: Exempt

Department: Property Management
Position: Full-Time

SUMMARY:

Two small groups of concerned citizens - Housing Association for Napa Development (HAND) and Napa Valley Family Home (NVFH) – In 1997 and created the longest serving nonprofit housing organization in Napa County, Napa Valley Community Housing (NVCH).

The focus at the time of the merger and today's focus is to address the lack of housing available to low-income community members, our neighbors, in addition to providing supportive and transitional housing for those with special needs. NVCH believes and knows that without a stable home and roof over their heads, our neighbors cannot be well, thrive and flourish.

Director of Property Management is instrumental to achieving NVCH's mission of providing high quality, safe and healthy affordable housing for our community. This position is responsible for the overall successful operations of properties and works to ensure the department operations meet or surpass industry standards. **The Director of Property Management** will provide leadership and direction to six or more Property Site Managers and their teams. The current portfolio of NVCH's rental properties are in Napa, Yountville and St. Helena.

We are looking for a friendly leader, with strong mentoring, management and operations skills. We are ideally targeting someone with analytical and problem solving skills; familiarity with building maintenance systems; good command of leasing practices; strong knowledge of property management and tenant/landlord practices, laws, rules and regulations; knowledge of government housing programs and regulatory requirements; strong team-building and interpersonal skills, strong written and verbal communication skills and proficient with computer systems.

This director must enjoy mentoring and have the ability to create a cohesive team. Experience with implementing processes or procedures would be very helpful.

I. **POSITION OVERVIEW:**

Under the direction of Chief Executive Office (CEO), oversees the property management for each community in NVCH's portfolio ensuring that building operations are fiscally sound and achieving the financial performance goals, and the properties are well managed and maintained. Assures

compliance with all laws, rules, regulations, policies and procedures. Promotes the company's mission and philosophy.

II. **ESSENTIAL JOB FUNCTIONS:**

- Review financial and variance reports on monthly and quarterly basis and implement timely correction measures, as necessary.
- Review vacancy reports; monitor resident income re-certifications; supervise provision of a variety of additional analytical/statistical reports on the operations, program compliance, government and investor compliance and other activities to ensure desired occupancy levels and return on investment. Report regularly to management.
- Oversee the preparation of month-end property performance and financial narratives, ensuring the property managers are explaining to property owners the relevant activity for each month.
- Review, interpret, and apply applicable laws and regulations, and company policies and procedures. Responsible for compliance with Fair Housing, Non-Discrimination and housing legislation.
- Ensure lease agreements are up to date, and provisions are enforced with each tenant.
- Continuously research and study innovative practices in top performing companies across various industries and pilot new and borrowed ideas in the property management team.
- Negotiate property management contracts and other contracts in accordance with established criteria; as to protect the company's interest. Must be able to determine when contracts warrant investor, partner and/or lender review and/or approval.
- Implement an effective financial strategy, including budgeting, cost control, forecasted expenditures and revenue improvements, oversee the development of yearly operating budgets/forecasts.
- Maintain clear line of communication with each property owner/partner and foster client relations.
- Oversee risk management; ensure monthly property walkthrough inspections are completed and reporting with findings is documents.
- Responsible for understanding and complying with public funding sources at each property, in particular TCAC, HCD, HUD, HOME, AHP, etc.
- Develop and maintain property management systems, including policies and procedures.
- Ensure coordination of property operations, including building maintenance and rehabilitation work.
- Responsible for ensuring all property managers understand, monitor and are approving and properly coding all of the expenses for each property.
- Responsible for taking care of all escalated tenant complaints and responding to emergencies.

- Responsible for overseeing responses to and following up with all emergency situations at each property and if needed, coordinating with insurance adjusters and overseeing the management of any claim process. Ensure partners/investors/lenders remain informed
- Monitor watchlist properties and assist in the development and implementation of workout plans to resolve Watchlist issues and maintains Watchlist data.
- Work collaboratively with property management staff, Facilities Manager, Asset Management, Compliance, Resident Services, and Accounting to prepare annual operating and capital improvement budgets and long-term management plans for all properties and ensure timely completion and submission of financial reports to regulatory agencies, partners, investors and NVCH board.
- Conduct project investment reviews, including quarterly financial reviews, annual site inspections, tenant file review and periodic reviews of insurance, property tax, debt service coverage and reserve for replacement requirements.
- Other duties as assigned.

Responsibilities/Duties for Staff Supervision and Development

- Participate in the recruitment, interview, selection and evaluation process for property management staff.
- Mentor, coach, supervise, develop and direct property managers in their job responsibilities and the operation, maintenance and leasing activities of the properties to maintain company standards.
- Provide oversight to property managers regarding property maintenance and repairs.
- Mentor employees and train them on various best practices through a hands-on training approach and through special focused training seminars lead and designed by you.
- Lead regular staff engagement between PM staff and across agency departments.
- Coordinate effectively with Resident Services Director for benefit of both Divisions.
- Assure proper training and use of all equipment/supplies.
- Actively participate in and promote NVCH's Injury and Illness Prevention Plan.
- Assist Property Development Department and Asset & Compliance Management Department with new project development by preparing needed reports, responding to requests for information in a timely fashion, and managing project transition.
- Monitor initial tenant leasing activity to ensure compliance with requirements and property allocation of tax credits in collaboration with Compliance Department.

Responsibilities/Duties for Business Management

- Prepare annual management plans, as needed, with input from Director of Compliance, Facilities Manager, CFO, CEO, asset management, partners and investors.

- Set performance goals by property, related to industry standards; monitors performance, adjust strategies as needed.
- Participate in organizational planning with CEO.
- Work with staff to ensure maximum use of property management and other software.
- Develop annual property management work program and long-range strategic plan.
- Work with owners, managers, site staff and accounting personnel to develop and manage individual site business plans including investment objectives, compliance goals, market positioning, personnel, asset quality, financial goals and objectives.

Responsibilities/Duties for Reporting, Community Involvement and Professional development

- Prepare and presents departmental reports relating to project performance, goals, standards, benchmarks, etc....
- Regularly communicate and cooperate with Asset Management, Compliance and Resident Services staff on all PM reporting and regulatory issues.
- Sit on various committees/boards pertinent to department and organization goals and standards.
- Stay abreast of property management and other real estate related industry standards, legislation impacting department and industry practices, policies and procedures.

III. QUALIFICATIONS:

Effective leadership skills.

Ability to communicate and work with all levels of the company's employees & partners.

Ability of recognize and communicate problems appropriately.

Ability to motivate people to superior performance, while working through complex people issues in an organization with multiple relationships.

Ability to maintain accurate records and provide information as requested and required.

Ability to communicate proficiently in English, verbally and in writing.

15+ years of affordable housing property management experience

3+ years of experience at a Director level preferred

Supervisory experience required.

Bachelor's Degree in business, real estate development or related field.

CPM and/or Real Estate License preferred

Experience in generating property budgets and supervision of management staff

History of managing staff, strong supervisory skills and the ability to develop the skills of staff within the assigned portfolio.

Prior experience with Yardi - highly preferred

IV. JOB CONDITIONS:

Must provide proof of valid driver's license and vehicle liability insurance

Position experiences interruptions, need for frequent shifting priorities, and deadlines.

Requires site visits and use of own vehicle.

Requires some evening meetings.

Regular attendance is required in accordance with a regular schedule established for the positions by the supervisor.

We offer all active full-time employees full Medical, Dental, Vision, Vacation Time, Sick Time, Holidays, and 401(k) matching.

Contact Cristina Alvarez at (707) 253-6260