

Napa Valley Community Housing

JOB DESCRIPTION

SENIOR PROPERTY MANAGER

Napa Park Homes

Status: Non-Exempt Full Time Position
Supervisor: VP of Property Management Department: Property Management

General Description, Function, and Purpose:

The Senior Property Manager will assist the office administrators to insure the fiscal, physical, and social soundness of Napa Park Homes policy and procedures are maintained in accordance with applicable governmental and other relevant regulations and/or Napa Valley Community Housing management plans and objectives.

* This position will be an offsite position that does not currently have housing attached.

Essential Duties and Responsibilities:

Under the direction of the VP of Property Management, the Property Manager performs the following duties and responsibilities:

- Maintain Napa Park Homes waiting list. Update the waiting list approximately annually.
- Lead the on-site personnel in the leasing process including, but not limited to, qualifying, interviewing, and showing vacant units.
- Create and maintain resident files including but not limited to signing lease agreements, house rules and regulations.
- Ensure compliance and regulatory agreements including but not limited to Tax Credit (Section 42) housing, HUD, 236, Project based Section 8, and other applicable programs in place including adherence to Fair Housing Laws.
- Establish and maintain resident file data into the YARDI software system from resident conception at move-in to resident move-out.
- Maintain, direct, coordinate, and assist in the required resident initial certification and annual recertification processes.
- Insure proper crediting of tenant payments by logging-in all rental payments in prescribed manner in YARDI.
- Prepare and submit monthly HAP voucher request to TRACS through YARDI
- Generate and monitor all required EIV system reports.
- Produce required reports including but not limited to vacancy and other necessary statistics.
- Enter work order and coordinate/schedule unit turnover work, building maintenance or resident requested repair works; arranges sub-contractor work; draws up and/or implements regular and preventive maintenance work.

- Under the direction of the VP of Property Management and in coordination with advice of legal counsel, institutes resident(s) eviction; ensures compliance with court order.
- Participates in resident relations including but not limited to personal contact, regular inspections, including lease agreement and house rules enforcement.
- Organizes, attends or conducts off-site management meetings, inspections, reviews leasing, maintenance, safety, and resident issues.
- Assists in the development of property management annual project and capital budget preparation, provide performance information.
- Support and/or economic services or opportunities for tenants; perform outreach work to residents and/or the community. Works with the Resident Services Coordinator.
- Under the direction of the VP of Property Management, participates in external relations work with coordinating and governing or interacting agencies and organizations such as HUD, local city and or county officials, and community groups regarding property management issues.
- Advertises and markets property in accordance with HUD and other government agency guidelines for all vacated apartment units. Directs the work to prepare units for occupancy and is charged with supervision and daily enforcement of the site's admission policies.
- Provide direction and supervision for property assistants, maintenance and assigned janitorial staff
- Conducts narrative written professional staff evaluations.
- Assigns work to assigned staff based on work schedule and property needs.
- This position is an on-call position and is 2 in the que to respond to calls for Napa Park Homes.

Other Duties

a. Knowledge and Skills Required By the Job

- Strong management, team building, and interpersonal skills.
- Excellent verbal and written communication skills.
- Ability to work with people of diverse economic, social, and ethnic backgrounds.
- Basic bookkeeping knowledge experience desired.
- Ability to use initiative and think independently, detailed oriented and self-starter, highly organized and able to follow through with projects and adapt to diverse situations.

b. Responsibilities

- Supervisory Controls: The VP of Property Management provides guidance in resolving or handling new or unusual problems. The Senior Property Manager implements the policies and procedures of the property and keeps the VP of Property Management apprised of areas of concern.
- Acts as a liaison to external stakeholders for Napa Valley Community Housing and Napa Park Homes. The Senior Property Manager provides a vital link to the fulfillment of NVCH's

objectives. The Senior Property Manager's job effectiveness has a strong impact on the atmosphere and success of Napa Park Homes' functional success.

c. *Personal Relationships*

- The Senior Property Manager must be willing and open minded to work closely with staff members, maintenance department, residents, and corporate office employees.
- He/She will demonstrate the ability to create a team environment by empowering the staff members and creating a safe and healthy work environment.
- The Senior Property Manager will develop positive working relationships with all persons, organizations, groups, HUD representatives, and community leaders.

d. *Qualifications and Education*

- 5 years or more of proven property management experience which includes management of complexes larger than 100-plus units.
- 2 years of rental subsidy experience.
- Certified Occupancy Specialist and/or Tax Credit Specialist.
- Ability to effectively supervise and manage employees including conducting effective interviews, hiring, training, monitoring, up to the ability to terminate an employee(s).
- Strong people skills that demonstrate an employee empowerment and unification to assist in the creation of a healthy and safe work environment.
- Bilingual – Spanish/English helpful
- Knowledge of YARDI software
- The ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- California Driver's License and a good driving record with automobile insurance per requirements of the State of California.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.