

Director of Property Management

Will assume responsibility of the Property Management department, responsible for day-to-day operations of 455 units (430 residential, twenty-five (25) commercial sites across property portfolio located in Chemung, Schuylers, Steuben, and Allegany Counties, Lackawanna, NY and Williamsport, PA) as it pertains to operational, financial and staffing of Site Management and Maintenance.

Supervisor: Chief Financial Officer or designee

Education/Qualifications:

- Bachelor's degree in business management and 2 to 5 years of Property Management experience in affordable housing preferred (*a combination of education, training, and experience will be considered*)
- Associate degree in business management and a minimum 5 years of Property Management experience in affordable housing required (*a combination of education, training and experience will be considered*)
- Demonstrated leadership skills, and effective supervisory experience required
- Working knowledge of Fair Housing Act
- Section 8 and Section 515 experience a plus
- Low Income Housing Tax Credit (LIHTC) certification required, or willing to obtain within six (6) months of employment
- Attention to detail, curb appeal, and overall positive property impression within operating communities
- Strong computer skills (i.e., Microsoft office 365, SharePoint, Word, Excel, etc.)
- Experience with Yardi or other industry software applications
- Organized, highly motivated and adaptable in moments of crisis and emergency
- Proven ability to respond effectively, professionally, and timely
- Valid driver's license, acceptable driving record with auto insurance coverage per underwriter guidelines.

Key Job Functions:

- Reviews, interprets and applies applicable laws and regulations.
- Develop and guide Properties Supervisor and Maintenance Supervisor, encourage growth and development.
- Introduce training opportunities for applicable staff in LIHTC, HUD, Fair Housing, Rural Development regulations; tenant retention practices; reporting.
- Develop and maintain Standard Operating Procedures (SOPs) such as rent collections, lease violations, evictions, etc....
- Create, in collaboration with the CFO, annual operating budgets.
- Reviews, analyzes, interprets and summarizes operating budgets, monthly financial and weekly progress reports including but not limited to, payroll, property expenses, contractor expenses, repair, and purchase tools and resources, vehicles, garden equipment, snow removal equipment, etc.
- Responsible for the financial performance of properties.
- Ensure each property is in excellent physical condition.
- Convey and safeguard each tenant's right to peaceful enjoyment.
- Participate in the hiring process of qualified staff for Site Management and Maintenance.
- Schedule regular and routine site visits in an effort to provide support to Properties Supervisor, Site Managers, Maintenance Supervisor and Maintenance Assistants.

Key Job Functions - contd:

- Ensure all staff comply with current applicable landlord-tenant law and fair housing law including reasonable accommodation procedures and policy.
- Monitor and respond to ongoing issues at all twenty-two properties pro-actively, reactively, and in times of crisis or emergency
- Work with staff to address tenant complaints and develop effective and timely solutions
- Prepare and/or review monthly staff 1:1's, annual job performance reviews, 90-day evaluations, disciplinary notices, and performance improvement plans
- Directly responsible for the supervision of the Maintenance Supervisor and Properties Supervisor

Communicate with Maintenance Supervisor and Maintenance Assistants, the expectation of maintaining each property and individual units:

- a. 5-day turnover period of vacant units
- b. Properties remain in good repair
- c. Assess immediate needs to reduce risk and liability
- d. Maintain walkways, keep clear debris, and trip hazards
- e. Ensure the cleanliness of common areas
- f. Continuously look for ways to improve the health and safety of all properties and units.

Communicate with Properties Supervisor and Site Managers, the expectation of maintaining each property and individual units

- g. 95% residential occupancy rate across all twenty-one (21) properties
 - h. Effective marketing strategies for vacant units and commercial space
 - i. Accurate reporting of rent collection
 - j. Addressing tenant complaints
 - k. Collaborate with Behavioral Health and DV programs to ensure safe, accessible, and appropriate housing
- Monitor monthly budgets, Prepare and submit reports and forms that are required by Rural Development, HCR, LIHTC, and any property partners within required deadlines
 - Other duties and assigned by the Chief Operations Officer or designee

Arbor Housing and Development Expectations:

- Report on time and work your scheduled shift, except in cases of emergency.
- In the case of an emergency, contact your immediate supervisor and/or designee for guidance.
- Effectively discharge the key job functions of your position in accordance with rules and regulations, AHD Code of Conduct and Standard of Acceptable Behavior.
- Support a Non-Discrimination/Anti-Harassment/Sexual Harassment free work environment.
- Foster a harmonious and respectful environment and refrain from unprofessional conduct as referenced in the Personnel Policy Manual.
- Other duties as assigned by CFO or designee

Physical Demands / Environment

- Continuous mental and visual attention required
- Prolonged periods of sitting or standing at a desk and working on a computer
- Otherwise sits, stands, walks, reaches with hands and arms, climb or balance
- Typically stoops, kneels, bends, crouch, or crawls
- Carry or pull up to twenty pounds
- Professional Office Setting located at 26 Bridge Street Corning, NY 14830

Critical features of this job are described above. They may be subject to change at any time due to reasonable accommodation or other reasons. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.