



Position Description

Position Title:	Regional Property Manager	Department:	Property Management
Reports to:	Chief Operating Officer/SVP	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to manage the operations of a group of assigned public housing properties to ensure decent, affordable, and fiscally sound housing. The incumbent is responsible for the financial management, physical conditions, regulatory compliance, tenant/occupancy issues, and community/tenant relations.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Manages the work of staff, and provides functional supervision to staff including, but not limited to: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing discipline.
- Ensures that CH properties are secure and well maintained. Ensures the curb appeal of properties.
- Ensures properties meet the leasing, occupancy, and physical condition requirements of the Public Housing Assessment System (PHAS); directs and oversees REAC preparation and inspections.
- Works with tenants and housing management to meet or exceed operational goals as established by the Chief Operating Officer and CH.
- Maintains high quality standards that are reflected in HUD, investor and/or other regulatory reports.
- Ensures staff understanding of compliance with applicable federal regulations, state laws, city codes, CH policies and procedures, and HUD PIH notices; coordinates necessary staff training.
- Provides direction and guidance to the Maintenance Superintendent, Community Managers and other staff; ensures that staff are consistently applying policies and procedures; processes timely recertifications; ensures that grievance, VAWA, Lease Terminations, and reasonable accommodations are implemented according to policy.
- Coordinates unit rental/re-rental with other departments and agencies; ensures occupancy goals are met, and establishes procedures for efficiency for the assigned properties.
- Executes directives from the Chief Operating Officer pursuant to CH goals and objectives; assists the Chief Operating Officer in planning, coordinating, setting goals, and assessing the work of the department.
- Ensures the consistent enforcement of CH leases and the Statement of Policies throughout the assigned AMP, according to the Admissions and Continued Occupancy Plan.
- Develops and carries out intra-AMP goals and objectives.
- Provides assistance in the preparation and implementation of CH goals and objectives, policies and procedures, and standards of performance applicable to assigned housing programs and subordinate personnel.



Position Description

- Prepares annual budget requests and monitors budget expenditures; researches, justifies, and coordinates bids for recommended improvements or other operating expenses.
- Utilizes budget to help ensure the efficient functioning of properties while maintaining the curb appeal, safety, security, and future usability of the assets under the position's control.
- Manages the procurement of required parts, supplies, materials, and fixed assets; reconciles invoices and approves payment in a timely manner; prepares, executes, and monitors contracts and purchase orders, assuring adherence to procurement requirements.
- Reconciles fixed asset inventory and disposition of assets.
- Oversees proper inspection and maintenance of safety and security systems by coordinating with vendors and other departments.
- Oversees coordination of key badge distribution and inventory audits.
- Implements the directives of the Emergency Preparedness Plan.
- Oversees security and crime prevention measures at CH properties throughout the assigned AMP; monitors security contracts and coordinates with Community Managers, the Community Safety Manager, and other available resources to address and follow up on security and crime-related issues.
- Responds to inquiries, complaints, and requests for information from tenants, public officials, and the public; acts as Hearing Officer for HCV program.
- Ensures the confidentiality and safety of tenant data, files, paperwork, and other personal information.
- Attends and/or participates in meetings with public officials, various CH departments, tenant councils, and community groups to address/resolve current problems, programs, and planning for future activities.
- Ensures that tenants receive available services by coordinating with service providers to deliver services to tenants; pursues, creates, monitors, and evaluates service contracts to provide services to tenants.
- Responds to crises and emergency situations involving tenants; calls for emergency services to respond; assists tenants and emergency personnel during and after the emergency; guides and directs other staff in responding to emergencies.
- Reviews and guides recommendations for tenant transfer requests, tenant service charges, tenant grievances, lease terminations, evictions, and legal actions; advises Chief Operating Officer as to a course of action to be considered based on appropriate policy, procedure, and regulations; represents CH in court.
- Prepares a variety of reports and maintains appropriate records; adheres to reporting deadlines.
- Coordinates and supervises inspections (move-in, move-out, monthly, semi-annual, and annual) and ensures necessary follow-up for all units under immediate supervision.
- Manages the efficient and timely completion of maintenance requests through coordination with the Maintenance Leads and Community Managers.
- Provides direct oversight of the Superintendent of Maintenance and Community Managers.
- Oversees the coordination of administrative and maintenance staff to prepare buildings and grounds for PHAS inspections to ensure continued high performer designation for the assigned AMP.



Position Description

- Oversees pest control policies and procedures ensuring they are carried out at assigned properties; monitors performance of pest control vendor.
- Performs as manager-on-duty and back-up manager-on-duty as assigned, handling all after-hours, weekend, and holiday calls from the contracted answering service for all high-rises.
- Oversees rent collections process, ensuring the prompt collection of rents and timely processing of evictions; establishes repayment agreements.
- Determines calls that require immediate service; contacts appropriate staff, contractor, or other responders, handling each call until the emergency is abated.
- Trains appropriate staff to perform after-hours duty; remains available, via CH cell phone 24/7, as a resource for emergency direction for on-duty staff, vendors, or emergency personnel; responsible for scheduling, coordinating, training and ensuring maintenance staff responds to after-hours emergency calls for assigned properties.
- Responsible for maintaining procedures for snow removal, ensuring staff are trained to complete snow removal and snow removal logs.
- Ensures staff complies with OSHA, Blood Borne Pathogens, and Right to Know requirements and oversees the maintenance of the Safety Data System; ensures staff are properly trained and use Personal Protective Equipment as required.
- Performs other related duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.



Position Description

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of the regulations affecting CH's housing programs and demonstrated ability to understand the terms, conditions, and content of CH's standard operating procedures for property management.
- Knowledge of the proper CH procedures for collecting, processing, and recording rental transactions.
- Skills in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skills in providing instruction on the HUD and CH program requirements to potential participants.
- Skills in customer service and tenant relations.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.
- Ability to interpret HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Ability to assist in the hiring of new employees, evaluate performance of subordinates accurately and timely, correct deficiencies, and to guide and assign personnel.
- Ability to establish, monitor, and achieve objectives through skillful delegation of duties.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, tenants, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

Bachelor's Degree in Business Administration, Public Administration, or related field and a minimum of five (5) years of experience in the management of a housing development, including a minimum of two (2) years in a supervisory capacity. An equivalent combination of education and experience may be considered.

Must possess or have the ability to obtain a Public Housing Manager Certification or an Asset Management Certification within one (1) year of employment.

This position requires regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under CH's automobile insurance plan at the standard rate.

Technical Skills



Position Description

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment and CH properties. CH properties may cause the employee to experience a range in temperatures and other weather conditions, loud noise levels, and an environment that is more hazardous than a standard office environment. This position may be required to work with contractors as well as CH tenants. The position requires the availability to work outside of the established CH working hours.

This position is considered "safety sensitive" and is subject to random testing.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]