

Property Supervisor (Residential & Commercial)

Department: Property Management
Reports to: Associate Director of Property Management
FLSA Status: Exempt (Salaried)

Position Summary: This position is responsible for overseeing the overall operation of 5 to 10 properties within SAHA's portfolio, and ensuring that properties within their assigned portfolio are financially sound, well maintained according to company standards and comply with requirements outlined in their regulatory agreements. In addition, the position assist in the development and monitoring of policies and procedures related to property management, oversees personnel development & matters included but not limited to: recruitment, interviewing, on-going performance supervision, training & staff development, coaching & mentoring and termination according to company standards. The position also assists with special projects as assigned and is a leadership position within the property management department as well as the organization.

Primary Duties & Responsibilities include but are not limited to the following:

Administration

- Meets departmental financial objectives and goals in relation to occupancy, safety, quality, and on-time delivery of services; develops strategic planning, forecasting, organizational planning and development.
- Shares in the leadership, with other supervisors, of the property management team and holds them accountable for a high level of performance, team work and customer service.
- Assists the Director of Property Management in the development, implementation and maintenance of internal controls and procedures that provide operations and fiscal control, cost savings, projections, planning, forecasting and effective utilization of assets and properties.
- Analyzes the condition and the operations of properties and makes recommendations for improvements.
- Additional duties as assigned by management.

Supervision

- Supervises Property Managers and supports them in supervision of their staff; coaches and mentors staff and contributes to developing a pleasant working environment that allows those within it to thrive.
- Responsible for recruitment & retention of staff.
- Responsible for completing timely performance evaluation for staff and for assisting and reviewing performance evaluations for staff within portfolio.
- Provides coverage in times of Managers absence.
- Additional duties as assigned by management.

Financial Management

- Ensures that sound financial management of properties is being followed.
- Prepares annual operating and capital budgets; monitors budget performance and prepares summary reports of same.
- Reviews and approves expenditures within specified budgetary guidelines. Negotiates and/or evaluates contracts and makes recommendations.

- Supervises collection procedures of delinquent accounts and residents' accounts receivables following the guidelines of the organization.
- Additional duties as assigned by management.

Occupancy

- Attends and participates in property related activities, meetings and organizations when possible.
- Attends meetings requested by regulatory agencies.
- Oversees resident evictions as managed by Property Managers; assists with investigating complaints.
- Ensures compliance with all SAHA's leases, house rules, attachments and regulatory requirements.
- Represents SAHA in legal matters relating to resident relations, evictions, contract compliance, etc. as needed.
- Manages marketing programs in compliance with federal, state, local and regulatory requirements.
- Additional duties as assigned by management.

Maintenance Management

- Inspects properties within portfolio at least once a month to ensure the highest standards are maintained; evaluates effectiveness and efficiency of maintenance, grounds, and housekeeping operations. Conducts periodic inspections of vacant apartments for market-ready condition.
- Participates or supervises the capital replacements required or anticipated at each property.
- Additional duties as assigned by management.

Commercial Management

- Markets and conducts outreach to prospective commercial lessee. Conducts vacant unit tours.
- Serves as owner representative over tenant improvement process.
- Responsible for lease changes, extensions, increases and annual CAM reconciliation.
- Collects rents and enforces lease.
- Serves as primary contact for all commercial tenants and coordinates with site staff regarding grievances, improvements and/or repairs.
- Creates annual commercial budgets.
- Additional duties as assigned by management.

Requirements/Qualifications

To perform this job successfully, an individual must be able to perform each duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Bachelor's degree preferred or equivalent work experience, including three (3) years of supervisory experience.
- Minimum three years' experience working with an affordable housing provider and/or management company in the capacity of Property Manager.
- Working knowledge of applicable local and federal housing laws, including Fair Housing and Landlord & Tenant laws.
- Extensive knowledge and experience with HUD Occupancy and Compliance regulations, TCAC and other affordable housing rules and regulations.

- Knowledge of property maintenance, property marketing, and financial aspects of property management.
- Commercial management experience preferred not required.
- Knowledge of basic employment laws as they relate to equal opportunity, hiring, training, evaluation and termination.
- Must be highly skilled in MS Office (Particularly Excel, Word and Outlook).

Certificates, Licenses & Registrations:

- Current Certified Occupancy Specialist (COS) or attainment within six months of hire.
- Current tax credit certification or attainment within six months of hire.
- A valid California Driver's License, a DMV check will be conducted.

Abilities and Attributes:

- Ability to handle daily responsibilities and projects with minimal direction.
- Must be pro-active in identifying and proposing solutions, with the ability to exercise sound judgment in all matters.
- Excellent written, oral communication and presentation skills, writing sample required, with the ability to write reports, business correspondence and procedure manuals, in addition, with the ability to effectively present information to top management, public groups and officials, and/or boards of directors.
- Must be accurate and highly detail-oriented with follow-through skills.
- Ability to work under pressure and successfully meet deadlines.
- Excellent decision-making, interpersonal and time management skills.
- Ability to work collaboratively with different levels of management and government agencies.
- Ability to delegate and communicate property management policies and procedures.
- Strong supervisory, personnel management and organizational skills.
- Skilled in establishing and maintaining effective working relationships with staff, officials, residents, and the general public.
- Ability to motivate and support staff.
- Must be able to work independently yet function within an organizational structure.
- Proven ability to conduct research, coordinate multiple projects, solve problems, prepare/update supporting documentation and maintain records.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, government regulations, loan documents, financial reports, regulatory agreements and other legal documents.
- Ability to respond to inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Must be able and willing to travel to all company locations to carry out duties and responsibilities associated with compliance and occupancy issues.
- Ability to handle shifting and multiple priorities in a fast paced, growth environment.
- Flexible, creative and well organized.
- Ability to work harmoniously in a multi-cultural team.

Supervisory Responsibilities:

- Supervises Property Managers within portfolio and indirectly supervises all staff within portfolio.

Mathematical Skills:

- Must be able to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and

proportions to practical situations. Ability to analyze and review financial data such as reports, income statements and perform cost analyses. Must be accurate in mathematical computations.

Physical Demands:

- Position requires simple grasping and fine manipulation, sitting at a desk and using a computer for extended periods of time, moderate use of telephone, standing, walking, bending and reaching.
- Requires occasional lifting or moving of objects up to 15 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Approximately 40% of the position involves travel throughout the East Bay.

Work Environment:

- Normal office environment, business casual attire.
- Frequent driving throughout Oakland, Berkeley, and a few other outlying areas is necessary and exposures to fumes, dust, and other environmental elements may occur.

This job description is not inclusive of all responsibilities, skills, requirements, efforts or working conditions associated with this job. While this job description is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. This job description replaces all previous descriptions for this position.

Satellite Affordable Housing Associates is an Equal Opportunity Employer.