



POSITION DESCRIPTION

Position Title:	Director of Asset Management	Department:	Property Management
Reports to:	Chief Executive Officer	Employment Status:	Full-Time
FLSA Status:	Exempt	Effective Date:	June 2020

POSITION SUMMARY

Under the direction of the Chief Executive Officer, the Director of Asset Management oversees the day-to-day operations of the TGHA Managed Real Estate Portfolio by implementing policies, procedures and practices to enable each property to meet budgeted financial goals and achieve operational performance objectives. This portfolio is comprised of properties financed with diverse funding streams including federal low-income housing tax credit program, Project Based Section 8, and other affordable income restricted/low-income housing financing. The Director provides direction and leadership to a growing team of community management teams.

All activities must support The Greenville Housing Authority's ("TGHA" or "Authority") 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.

- Provides overall direction and supervision of day-to-day property management with oversight responsibility for management of all properties within TGHA's Managed Real Estate Portfolio.
- Directly supervises all Property Managers, hires, trains, and provides ongoing support to Property Managers; provides ongoing feedback on performance and completes written performance evaluations for all Property Managers; develops performance improvement plans as needed.
- Directly responsible for overseeing initial lease up of all new properties; develops and implements succession plan post-stabilization.
- Serves as liaison with all lenders, investors and partners of TGHA managed properties; prepares, analyzes and distributes monthly owner reports; uploads all data to lender and investor reporting systems.
- Ensures timely and accurate reporting including vacancy and budget variances, staffing needs, upcoming inspections and others, as needed.
- Regularly visits site offices, inspects field operations and reviews periodic reports from community managers to determine progress of occupancy and maintenance projects.
- Monitors and ensures adherence to all policies and procedures related to compliance with the Landlord Tenant Act, Section 8, Fair Housing practices, LIHTC, and funding sources such as Housing and Urban Development (HUD); works closely with Internal and External Compliance Teams to ensure compliance issues are addressed in a timely manner.
- Responsible for resolving resident relation issues and escalated complaints from residents.



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- Oversees portfolio performance through ongoing monitoring of operations, financial management, regulatory compliance, and budgetary compliance for all assigned assets, continually comparing actual asset performance to underwritten expectations.
- Inspects properties to ensure the highest standards are maintained; evaluates maintenance, grounds, and housekeeping operations in areas of efficiency. Conducts periodic inspection of vacant apartments for market-ready condition.
- Assists in or develops corrective programs for properties, when needed.
- Supervises and coordinates preparation of annual operating and capital budgets; monitors and makes recommendations on budget performance and prepares monthly or quarterly summary report of same.
- Trains and ensures Property Management Teams are utilizing software systems efficiently.
- Provides oversight to third-party management companies of TGHHA controlled or owned properties; serves as single point of contact, monitors and enforces all provisions of property management agreements and other applicable regulatory agreements.
- Completes other related duties as assigned.

Behavioral Competencies

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

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 the Authority. 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 an understanding of, the comments and questions of others; listen 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 work; does a fair share of work.

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 the success of team above own interests; supports everyone's efforts to succeed.



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

Job Competencies

- Knowledge of the general operations and procedures of TGHA properties and HUD and State Housing programs.
- Knowledge of the regulations affecting TGHA's housing programs and demonstrated the ability to understand the terms, conditions, and content of TGHA's standard operating procedures for property management.
- Knowledge of the proper TGHA procedures for collecting, processing, and recording rental transactions.
- Skill in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skill in providing instruction on the State, HUD and TGHA program requirements to potential participants.
- Skill in customer service and resident 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 establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.
- Ability to establish, monitor, and achieve objectives through skillful delegation of duties.
- Ability to orient other employees and to explain organizational policies, rules, regulations, and procedures.

Education and Experience

Minimum of 7 years' experience in the Property Management field with at least 3 years supervisory experience; extensive LIHTC experience including previous place in service compliance for new properties under the South Carolina State Housing Finance and Development Authority; and working knowledge of federal housing subsidy programs.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

Technical Skills

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



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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. The noise level in the work environment is moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]