

Job Title: Senior Property Manager	Classification Title: Manager III	Team: Asset Management
FLSA Classification: Exempt	Reports To: Director, Asset Management	Effective Date: June 2023
Job Family: Manager	Corporation Assignment(s): Virginia Beach Community Development Corporation	Office Location: 2400 Potters Road Virginia Beach, VA 23454
	Territory: Regional	Remote Eligibility: Partial

This position is responsible for managing a portfolio of rental housing properties in accordance with VBCDC Policies and Procedures and all regulatory agreements, ensuring that homes are occupied by qualified neighbors, and ensuring that neighbors are in compliance with the lease agreement. This position is responsible for meeting or exceeding the metrics below. This position is responsible for supervising and managing performance of other members of the Asset Management team as assigned. All work must be carried out in a professional manner and in alignment with the mission and values of the organization. As a supervisor this position ensures tasks are appropriately delegated and completed by monitoring performance against predetermined standards and requirements and holding staff accountable for meeting expectations.

Primary Duties and Responsibilities (Essential job functions)

- Develop and maintain guidelines, policies, forms, and procedures for the various rental housing programs.
- Responsible for leasing and property management duties in the absence of subordinate staff.
- Ensure all staff work is carried out according to company policies/procedures.
- Review all tenant files (move-in, move-out, re-certification) for compliance with program regulations and company policies.
- Review and approve all tenant correspondence, notices sent out for rent collection and court proceedings, and departmental reports.
- Ensure that staff follow up on violation notices, tenant complaints, and other items as needed.
- Prepare for desk and on-site file audits, prepare audit responses, and ensure corrective actions are taken.
- Review rental delinquencies and ensure that staff take appropriate action, keeping in mind that the goal is to keep our tenants housed when possible.
- Ensure fair housing practices are implemented and followed.
- Ensure housing units are routinely inspected according to company policy/procedures.
- Ensure all rental practices comply with federal, state, and local laws, including local condominium/homeowner’s association rules and regulations.
- Coordinate with outside agencies and partners to ensure interagency issues/concerns are resolved.
- Negotiate, manage and administer commercial contracts in accordance with VBCDC policies and procedures, federal, state and local laws and regulations and best business practices.
- Trains and develops staff, provides constructive performance feedback and evaluations, and takes appropriate corrective action to address performance and conduct issues.
- Conduct Move-out inspections with tenants who are vacating units; Assess unit for damages and complete move-out paperwork.
- Conduct Unit inspections semi-annually for current neighbors.
- Provide written monthly reports on the activities of the department to supervisor.
- Perform other duties as required.

Minimum, Education Experience and Knowledge, Skills, Abilities

- Bachelor’s Degree from an accredited university required;
- At least 3 years of experience in property management of multi-family residential property; tax credit and income-based properties preferred. Certification in Low Income Housing Tax Credit Compliance (HCCP) and Property Management Certification (e.g., RAM) preferred;
- Knowledge of Virginia Residential Landlord and Tenant Act and Federal and State Fair Housing Laws;
- Knowledge of Rules and Regulations governing Low-Income Housing Tax Credit housing, HOME funded housing, and Section 8 housing;
- Knowledge of HUD Housing Quality Standards;
- Knowledge of health and safety regulations and federal regulations that govern subsidized housing programs;
- Organizational Skills to manage a varied rental housing portfolio;
- Time Management and Prioritization Skills to effectively manage multiple tasks and ensure timely completion;
- Communication Skills- Able to effectively communicate with neighbors, VBCDC/SAC Staff and partner organizations, contractors, supervisor, and members of the public in a professional manner;
- Technical Writing skills: Able to prepare written business correspondence and reports;
- Ability to exercise good judgment and to take initiative in managing portfolio;
- Able to work independently and consult with supervisor on an as-needed basis;
- Able to complete all work in an accurate and complete manner, and in adherence to VBCDC policies/procedures;
- Able to identify problems and recommend appropriate, feasible solutions;
- Able to comprehend and interpret complex and technical information;
- Able to take direction from supervisor and work cooperatively with VBCDC staff and supervisor;
- Able to interact appropriately with VBCDC staff and partner organizations, neighbors, contractors, supervisor, and the general public.
- Valid VA driver’s license and own reliable transportation required.
- Must pass pre-employment screening.

Physical Demands/Work Environment

While performing the duties of this job, the employee is frequently required to sit, talk, see, or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds. The partner must have a valid driver’s license, own an automobile which can be used for travel during the workday, and carry \$300,000 of liability insurance.

Approved:

Office Administrator

Date