



Asset Manager

JOB DESCRIPTION

Title: Asset Manager	Reports to: Chief Operating Officer
Status: Full-time	Category: Exempt
Supervises: Real Estate Operations Supervisor	Last Updated: July 31, 2023

Position Summary

The Asset Manager is responsible for proactively overseeing Ability Housing’s low-income housing assets and portfolio, ensuring each property fulfils its affordable and supportive housing mission while protecting its long-term value. The Asset Manager serves as the contract manager for and the direct line to the agency’s third party property management company. The Asset Manager ensures property asset management with respect to physical maintenance, regulatory compliance, and economic performance. The Asset Manager supervises the Real Estate Operations Supervisor and reports to the Chief Operating Officer.

Essential Duties and Primary Responsibilities

The Asset Manager plays an integral role in ensuring the smooth, effective, and efficient operations of Ability Housing’s properties.

- Manages organization’s assets, ensuring all affordable housing properties operate to optimal efficiency, achieve target outcomes, and fulfill agency mission
- Evaluates performance of affordable housing properties, ensuring all assets operate effectively and economically
- Manages property management company(ies), their contracts, and associated relationships
- Oversees contracted performance of third-party property management firm(s)
- Oversees tracking of housing vacancies, leases, rental payments, delinquencies, and outstanding items, following up as applicable
- Ensures rent increases are aligned with Ability Housing’s mission
- Manages vendor contracts and relationships
- Conducts monthly reviews of random sample of tenant files for compliance with all regulatory requirements (i.e., Section 442, HOME, NSP, etc.)
- Ensures all asset compliance related items and reporting are within guidelines and requirements

- Intervenes and assists partners with problem resolution as appropriate
- Tracks and monitors resolution of incidents
- Prepares and distributes reports to document conditions, issues, plan of action, resolution, and time frame
- Reviews and ensures each buildings' conditions and maintenance are up to standards, including with respect to curb appeal
- Ensures organization's portfolio is operating to established standards, delivering status reports to Chief Operating Officer, Chief Executive Officer, and other senior leadership team members as applicable
- Prepares and submits monthly operations, financial, and performance reports
- Analyzes and processes financial and cost information, including balance sheets, profit and loss statements, and audits, for property management, maintenance, and performance
- Conducts long-term strategy planning and development for asset management
- Oversees independent capital needs assessments and solutions
- Conducts financial planning and budgeting for asset and capital needs
- Oversees preparation of annual and capital budgets for all assets
- Manages and preserves budgetary reserves
- Assists with review and acquisition of liability and property insurance
- Interfaces with equity providers and investors
- Assists with development of internal management reporting capabilities
- Documents and effectively communicates community impact of organization's assets and efforts
- Performs other duties as assigned

Qualifications

The Asset Manager will possess the following education, experience, and competencies:

Education

- Bachelor's degree in business administration, accounting, finance, real estate, or related field
- Housing Credit Certified Professional or Certified Housing Asset Manager designation or equivalent preferred

Experience

- Minimum of 5 years of experience in asset management or related role with proven track record of performance
- Experience in property management
- Experience in project and administrative management
- Experience with financial and economic analysis
- Experience with budgeting and accounting practices

- Supportive housing experience a plus

Knowledge, Skills, Abilities

- Knowledge and understanding of affordable, workforce, and supportive housing programs and associated regulations
- Strong working knowledge and understanding of various housing regulatory programs such as low income housing tax credits (LIHTC), HOME Investment Partnerships Program (HOME), State Apartment Incentive Loan (SAIL), and Affordable Housing Program (AHP)
- Knowledge of economic analysis, profit and loss, and financial planning and oversight
- Excellent interpersonal and communication skills
- Organization, prioritization, and time management skills with attention to detail, accuracy, and deadlines
- Excellent decision making, analytical, and problem solving skills including to effectively manage daily issues and challenges
- Ability to function independently with initiative, self-discipline, and professionalism
- Proven ability to establish and maintain strong working relationships with internal and external stakeholders and constituents
- Ability to manage third-party contractors
- Ability to manage workload demands and competing priorities in a fast-paced multitasked environment while performing to a high standard
- Ability to proactively anticipate and address needs
- Strong contributor to a team environment
- Computer proficiency including with Microsoft Office Suite
- Adept in technology platforms, database systems, and applications
- Ability to monitor and meet operational and financial goals
- Ability to maintain confidentiality with sensitive information
- Possesses valid Florida driver's license and own actively insured transportation

Success Factors/Metrics:

Some key success factors with respect to asset management include the following metrics:

- Housing properties maintained to standards
- Housing property management compliance
- Occupancy rates
- Rent collections
- Complete, accurate, and timely reports
- Complete and accurate recordkeeping

Work Environment and Schedule

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Requires working at a desk and using a computer and telephone
- Requires use of office equipment and machinery
- Requires ability to travel between work locations
- Requires occasional lift and/or move of objects weighing up to 25 pounds
- Requires vision abilities including to adjust focus

Ability Housing offers a flexible work schedule and hybrid environment. Schedules may vary based upon the demand of each position and staff accommodation. This position primarily requires a regular daily (Monday through Friday) work week with in-person or field presence. After hours, weekend, and travel are required at times.

Nothing in this position description restricts management's right, at any time, to assign or reassign duties and responsibilities or to revise this position description based on business needs. Furthermore, this job description is not to be construed as an exhaustive list statement of duties, responsibilities, and/or requirements.

Company Expectations of Employees

All employees are expected to

- Adhere to agency policies and procedures
- Report to work on time and prepared to perform the duties of their position
- Dress appropriately and professionally
- Attend required and assigned meetings and trainings
- Be courteous and respectful to fellow employees, agency clients, and company volunteers

Pay Range

\$80,000 - \$100,000 annually

Benefits

Ability Housing offers competitive compensation and benefits including medical, dental, vision, and life insurance; long-term disability; paid vacation and holiday; and retirement.

Ability Housing is firmly committed to equal employment opportunity (EEO) in recruitment, hiring, training, and promotion of persons based on merit, qualifications, and competence. Except in cases where required or permitted by law, employment decisions and practices shall

not be influenced or affected by virtue of an applicant's race, color, gender, sexual orientation, national origin, age, religion, handicap, or any other characteristic protected by law.

Employee Acknowledgement and Signature

I have read this job description, its expectations, and requirements. I understand all job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation.

I understand that performance evaluations and merit increases to my salary are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have had the opportunity to review this job description, discuss it with my supervisor, and ask questions prior to signing this form.

Employee Name

Employee Signature

Date