



PROSPERA HOUSING COMMUNITY SERVICES

Seeks a Senior Vice President of Property Management and Resident Services

About Prospera Housing Community Services

Founded in 1993, [Prospera Housing Community Services \(Prospera\)](#) provides safe, high-quality, affordable housing with support services to those in need in South Texas. Prospera's supportive housing provides a starting point for pursuing goals, fulfilling dreams, restoring spirit, and building self-endurance – all leading to a brighter outlook. Prospera prides itself in being “here” for its residents who aspire to rent affordable, secure homes by maximizing life-stabilizing, transformational services.

An enduring institution with a strong business model, Prospera is led by a highly effective management team with a proven track record of being an excellent community partner positively impacting employers, schools, residents, and commerce in all its communities. With an annual budget of approximately \$50 million and with approximately 4,500 units under management, Prospera employs 225 staff members and is overseen by a 13-member Board of Directors comprised of business and community leaders.

The Opportunity and Work Culture

Reporting directly to the Executive Director and CEO, the Senior Vice President of Property Management and Resident Services will have the opportunity to join a robust and emerging Executive Management Team of a growing nonprofit committed to exceptional real estate development and the highest quality resident and community services. The SVP will join a supportive organization with:

- A preference for a transparent and straightforward approach to communication, problem-solving, and decision-making.
- An ongoing commitment to promoting diversity and inclusion.
- A strong sense of camaraderie and collaboration among employees and a family-oriented culture where personal issues are understood and accommodated.
- An appreciation for and acknowledgment of employees with regular recognition of employees' accomplishments and efforts.

SVP's Primary Responsibilities

Executive Leadership

- Collaborate with the ED/CEO, Executive Management Team, and Board of Directors to develop and execute the optimal services and programs to achieve Prospera's objectives.
- Establish long-term objectives and annual goals for Prospera's property management and resident services departments, its subsidiaries, and third-party owners and manage to those goals and objectives.
- Maintain current knowledge of federal and state rules and regulations of multifamily, affordable housing properties as well as staying abreast of housing trends.
- Establish and maintain rapport with HUD, TDHCA, TWC, and other state and federal agencies regulating multi-family and affordable housing.
- Coordinate collaboratively with the SVP of Real Estate Development for resident assistance, resident transitions, troubleshooting, customer service, etc.

Operational Leadership

- Build and administer Prospera’s resident services department centered around the social determinants of health, assuring key programs are planned, implemented, and staffed at all Prospera properties. Areas of administration include:
 - Case management, plans, timelines, and files.
 - Education and training programs, conferences, and continuing education requirements and documentation.
 - Program and event calendar and matrix along with program promotions (flyers, texting, social media, etc.)
 - Metrics and quality assurance including data collection, reporting of measurable outcomes, service audits, and annual program evaluations.
 - Community partnership agreements, vendor contracts, and related deliverables.
- Oversee management for all properties including:
 - Develop and maintain operating policies and procedures to ensure compliance.
 - Visit properties regularly, connect with residents, and work directly with resident services leaders in their locations to meet residents' needs.
 - Build a customer services plan including protocols, standards, and training while assessing program results regularly to evaluate workflow effectiveness and identify future needs at all properties.
 - Oversee coordination of services vendors, partnerships, and other community services for the benefit of the residents and to provide resident services leaders with the resources needed to do their jobs.
- Provide fiscal and operational oversight for the department, including:
 - Establish and monitor budgets.
 - Develop and execute strategic plans and annual work plans.
 - Manage the quality, accuracy, completeness, and timeliness of property reporting for the corporation, its subsidiaries, tax credit entities, and related real estate.
 - Establish efficient procedures for occupancy, rent collections, inspections, and resident satisfaction.
 - Monitor budgets informed by occupancy rates, unit turnover, revenue collection, and expenditures, including purchases.

External Relations

- Establish and manage relationships with prospective donors and grantees, cultivating, soliciting, and stewarding them to achieve annual fundraising goals.
- Cultivate and seek out relationships with Managed Care Organization stakeholders.
- Develop and execute an external relations and communications strategy to promote Prospera’s accomplishments.
 - Maintain a communications calendar and hold staff accountable to deadlines.
 - Promote Prospera and residents’ stories through social media, website content, collateral, messaging, e-newsletters, video, etc.
 - Provide support for tours and events.
- Establish and maintain relationships with resident groups to improve communications and assure consistency of service delivery.

Personnel Management

- Oversee a property management and resident services team comprised of more than 150 staff members ensuring that individual and collective responsibilities are aligned with strategy.

- Ensure compliance with Prospera’s personnel policies, consistently holding staff to high levels of accountability and completing performance evaluations in a timely manner.
- Celebrate team and individual staff member accomplishments.
- Maintain a positive, accountable, and engaged work environment.
- Confer with leaders periodically to assess the status of assigned areas of responsibility, resolve problems, and establish procedures to promote a more efficient operation.

Profile of the Ideal Candidate

Credentials:

- Ten plus years’ experience in management of multifamily apartments, particularly affordable housing properties.
- Knowledge of federal, state, and local laws and regulations applicable to the multifamily housing industry, particularly HUD programs and regulations.
- Bachelor’s Degree in community planning, housing development, business, public administration, or a closely related field.
- Valid Class “C” Texas Driver’s License required.
- Real Estate Broker’s License a plus.

Skills and Qualities:

Innovate, Creative, and Collaborative Leader

- Display a forward-thinking approach, continuously seeking the "golden egg" solutions, and innovatively integrating industry knowledge to enhance organizational practices, policies, and procedures.
- A strategic thought partner and collaborator who engages in meaningful discussions to advance the organization's mission and goals. Able to facilitate collaboration between resident-focused departments and the real estate development team, ensuring realistic handoffs and smooth project transitions.
- Skill in navigating political landscapes, building relationships with influential stakeholders, and effectively and assertively standing up and advocating for the organization's interests with external parties.
- Strong analytical and problem-solving abilities to identify issues, analyze root causes, and implement effective solutions, ensuring the property management and resident services departments efficiently and effectively meet the needs of residents.
- Excited by challenges and growth opportunities, demonstrating resilience and adaptability in the face of changing circumstances.
- Skill at accessing budgets, analyzing financial data, and ensuring accountability for the organization's fiscal health, especially in resident services and property management departments.

Consummate Team Builder and People Manager

- Track record of hiring, managing, and overseeing diverse and highly qualified team members.
- Skill in fostering a collaborative and inclusive team environment, encouraging the sharing of ideas and knowledge among team members.
- Ability to work effectively with a diverse team, understanding and respecting different backgrounds and opinions.
- Positive attitude and motivational skills to inspire and encourage team members during challenging times, fostering a supportive work environment.
- Ability to recognize and appreciate the unique value proposition of Prospera, indicating alignment with the organization's mission and goals.

- Able to educate and coach team members, sharing knowledge and expertise to enhance the organization's work and trusting staff and empowering them to perform their tasks without micromanagement, fostering a culture of trust and autonomy.

Passionate, Value-Aligned Communicator and Project Manager

- Demonstrate honesty and accountability in all actions and decisions, maintaining a high level of ethical conduct and a strong sense of accountability for the overall health and success of the organization, taking responsibility for challenges and problem-solving.
- Able to balance the desire to help people and make a positive impact with the need for financial sustainability, understanding the importance of both aspects. A commitment to representing the needs of residents, advocating for their perspectives during decision-making processes.
- Excellent verbal, written, and public communication skills to convey ideas clearly, negotiate effectively, and maintain open channels of communication within the team and with external partners.
- Highly organized with attention to detail and the ability to prioritize multiple tasks, follow projects through to completion, and work with minimal supervision.
- Demonstrate an ability to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions, and initiate appropriate course of action.

Compensation and Benefits:

This is a full-time, salaried, exempt position with a starting salary range of \$175,000 to \$215,000 commensurate with experience and qualifications. Prospera also offers a comprehensive and generous benefits package. This is an on-site position, ultimately with some flexibility to work from home.

Application Process and Additional Information

Prospera is an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Candidates must include a resume and a cover letter that describes how qualifications and experience match the needs and mission of Prospera. Applications will be accepted until the position is filled. Upload required documents – preferably in PDF format – to: <https://eostransitions.applicantpool.com/jobs/>.

This executive search is being conducted by Eos Transition Partners consultant, Erin Cox. All submissions will be acknowledged and are confidential, and any questions can be submitted to Erin at: ecox@eostransitions.com.