



## FOUNDATION COMMUNITIES JOB DESCRIPTION

JOB TITLE: Chief Property Management Officer

DEPT/DIV.: Foundation Communities

REPORTS TO: Executive Director

FLSA STATUS: Exempt

WORK LOCATION: Mission Plaza

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**Position Description:** The Chief Property Management Officer is responsible for the strategic vision, oversight, planning and direction of the operations of our affordable housing portfolio and related departments. The position ensures that our communities are performing at optimal levels and meeting our mission to create housing where families succeed. This position embraces supervising and collaborating across several departments to include Family Property Management, Supportive Housing Management, Asset Management, Compliance and Risk Management. This position functions as part of the executive leadership team for the organization.

### Primary Duties/Responsibilities

#### LEADERSHIP

- Supervise, coach and mentor direct staff reports
- As a key member of the senior leadership team help to address critical issues facing the organization
- Assist with strategic planning with the FC Board of Directors and with the senior staff
- Provide staff support to lead an engaged FC Board Property Committee.
- Provide property management operations reports for the FC Board.

#### FINANCIAL

- Develop and review regular performance reports on property operations to monitor and adjust practices. Collaborate with accounting to create and maintain reports.
- Oversee, review and adjust all property annual budgets to meet financial goals
- Contribute to long-term vision planning for use of the FC Central Reserve
- Assist Asset Management with review of annual property tax valuations and protests

#### FAMILY PROPERTY OPERATIONS

- Set the vision for our communities to be beautiful, well maintained and professionally managed.
- Strategize with directors and district managers to facilitate optimal operations. Participate in problem-solving on complex situations.
- Be entrepreneurial to identify and adjust practices to improve financial performance where it makes sense. Research and evaluate best practices that we can emulate.
- Assist in acquiring management fee increases where permission is needed from lender or government agencies
- Develop and maintain our rent policies to maximize income while serving our mission of affordability. Maximize rents from third-party payers.
- Prepare Asset Preservation plans for long-range portfolio planning.

- Mediate conflicts between Services, Property Management and Compliance

### **SUPPORTIVE HOUSING OPERATIONS AND SERVICES**

- Oversee the work of the supportive housing department and the Director of Supportive Housing Management.
- Provide leadership for a blended management approach with day-to-day property management, onsite social services, and desk clerk operations all on one team.
- Demonstrate balanced judgment, understanding and care for our supportive housing communities and residents.

### **COMPLIANCE**

- Oversee Director of Compliance. Maintain familiarity with property compliance requirements, and work to resolve major issues. Coordinate with legal counsel as needed.
- Ensure all funder-required programs and restrictions are followed.
- Seek system improvements that allow for more efficient and accurate compliance performance

### **RISK MANAGEMENT**

- Oversee Risk & Safety Manager, and provide leadership and insight in periodic organizational assessments of risks and mitigation opportunities.
- Oversee the insurance renewal process, claims, and ongoing insurance-related commitments to lenders and the insurance agency.
- Collaborate with HR in the Risk and Safety programs being implemented and followed across the portfolio.
- Track all fair housing complaints, litigation and any other legal matters impacting the organization.

### **Other Duties and Responsibilities**

- Provide input regarding new community development, including site locations, design specifications, operating budgets, and rental assistance.
- Participate in professional development related to DEI.
- Attend professional conferences or trainings as time allows.

### **Minimum Qualifications**

- Bachelor's Degree in related field; Master's Degree or related experience preferred
- Ten years minimum of experience managing a large real estate portfolio
- Ability to manage and navigate complex issues
- Demonstrated problem-solving and conflict-resolution skills
- Excellent verbal and communication skills
- Minority candidates encouraged to apply

### **Compensation starting at \$175,000 annually**

*Foundation Communities is an equal-opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, sexual orientation & gender identity.*