

March, 2019

**POSITION TITLE:** PROPERTY AND COMPLIANCE MANAGER  
**DEPARTMENT:** Property and Asset Management  
**SUPERVISOR:** Director of Property and Asset Management  
**SUPERVISES:** Site Specialists and Assigned Staff

**PURPOSE:** Professional, responsible work involving the supervision of site specialists and other assigned staff and the technical and administrative work performed by staff; operation and day-to-day management of residential properties including mobile home parks; monitoring and compliance requirements of regulatory agencies; and processing of reasonable accommodation/modification requests.

**ESSENTIAL FUNCTIONS OF THE POSITION:**

1. Supervise site specialists and assigned staff and the technical and administrative work performed by staff.
  - Monitor property waiting lists, available subsidies and unit vacancies and work cooperatively with all program staff to ensure applicants are processed and units filled in accordance with VSHA expectations.
  - Assign and coordinate work duties; review and evaluate work performance; approve leave time and payroll.
  
2. Handle day-to-day site operations of assigned property(ies) and mobile home parks, including but not limited to:
  - Orientation and move-in with new residents.
  - Annual inspections, (may be assigned to the Property Superintendent).
  - Handle rent collection efforts for late and delinquent accounts, arrange reasonable repayment plans, and abate penalties to achieve prompt settlements.
  - Investigate, mediate or otherwise resolve lease violations, incident reports, resident disputes and grievances, conduct informal meetings, as necessary.
  - Refer delinquent accounts and other violations to legal counsel and assemble all required evidence and records needed for legal proceedings; and as required, testify at hearings or in court.
  - Generate reports on day-to-day activities and operations of assigned property(ies), including collection reports.
  - Provide input into the development of operating and rent collection systems.
  - Assist in preparing property budgets; responsible for budget compliance.
  - Ensure property maintenance needs (routine, preventive, emergency and capital) are completed correctly and on schedule.
  - Handle vendor coordination including review and approval of payments.
  - Serve as liaison with local social service and advocate agencies, make referrals as needed; handle information requests from applicants, residents, social service providers, municipal officials, real estate agents, mortgage lenders, and the general public; develop resident newsletters and work with residents and groups in support of property and community activities.

3. Responsible for monitoring and compliance requirements of funding agencies; preparation of documents for regulatory visits; i.e. MOR, REAC, and RD tri-annual reviews.
4. Review and issue decisions on reasonable accommodation/modification requests.
5. Perform related work in multi-family units and mobile home parks as required or assigned.

**SECONDARY POSITION TASKS:**

1. Provide back-up to other site and mobile home park staff during periods of leave or other heavy workloads.

**ESSENTIAL POSITION REQUIREMENTS AND QUALIFICATIONS:**

**Education:**

1. Bachelor's Degree.
2. Experience as defined below may be substituted for education on a year-for-year basis for the Bachelor's Degree.

**Experience:**

1. Five years of increasingly responsible experience in property management in the public, nonprofit or private housing field; including experience in collections; regulatory compliance, lease enforcement and supervision. Affordable housing experience in USDA Rural Development (USDA RD), U.S. Department of Housing and Urban Development (HUD), and Low Income Housing Tax Credit (LIHTC) programs preferred.

**Skills and Abilities:**

1. Organizational, time management, mathematical and writing skills necessary to maintain a large and varied workload, including report generation and correspondence; ability to utilize various computer programs, including excel spreadsheets, and maintain recordkeeping systems.
2. Knowledge of federal subsidized housing and other property management rules, regulations and procedures; collection techniques; and the ability to make interpretations and correct decisions applying them to work situations.
3. Familiarity with landlord/tenant laws, and federal and state fair housing/nondiscrimination and accessibility requirements.
4. Working knowledge of basic construction, maintenance materials and building codes. Knowledge of or ability to learn mobile home park water, sewer and electrical systems and state and federal laws, permits, and regulations governing operation and construction of such systems.
5. Ability to assess and resolve complex situations; exercise good judgment, courtesy and tact.
6. Strong interpersonal skills and ability to communicate effectively orally and in writing; must exercise a high degree of confidentiality, judgment, courtesy and tact; and establish and maintain effective working relationships with tenants/residents, employees, officials, agencies and the general public.

7. Ability to gather information, conduct research and generate reports and work plans.
8. Ability to work independently.
9. Ability to plan, assign, supervise, train and evaluate the work of assigned staff and related technical and administrative work.
10. Must be reliable, dependable, and able to handle emergency situations in a logical, level-headed manner; and handle stressful situations with sensitivity, empathy and tact.
11. Ability to work in legal situations and proceedings and conduct informal hearings.
12. Ability to meet goals and objectives set by the Authority.

**Essential Certifications/Registrations/Licenses:**

1. Must possess a valid driver's license, dependable, private means of transportation and carry liability insurance of at least \$50,000.
2. Must have or be able to obtain certifications in USDA RD, HUD and/or LIHTC program regulations.
3. Where applicable and as required, obtain state of Vermont water and sewer operator certificates.

**ESSENTIAL WORKING CONDITIONS/PHYSICAL DEMANDS:**

1. Full-time position, 40 hours per week.
2. On-site field and office environment. Work involves walking, standing, climbing stairs, bending and driving on a regular basis.
3. Must be able to report to work on time and adhere to VSHA work schedules, rules and regulations.
4. Must be able to respond to emergencies at odd hours.
5. May occasionally be exposed to potentially hazardous environments.

**EQUIPMENT USED:**

1. Computer, printers, telephones, fax, copy machine, calculator, general office equipment.

**PAY CLASSIFICATION: Exempt**