

Director of Property Management

Mission First Housing Group, a real estate nonprofit organization developing and managing affordable housing in the Mid-Atlantic region – Washington, DC

MISSION FIRST HOUSING GROUP (MFHG) develops and manages affordable, safe and sustainable homes for people in need, with a focus on the vulnerable. We ensure our residents have access to resources to help them live independently. We deliver housing that provides long-term benefits to residents and neighborhoods, alike.

MFHG believes that each employee makes a significant contribution to our success and the contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.

General Position Summary:

Oversees and directs property management activities related to organization's diverse multi-family residential portfolio in the Mid-Atlantic region. The position may be based out of the Organization's Washington, DC or Philadelphia, PA office and travel will be required.

Supervises and directs activities of property management staff. The position is responsible for the overall successful operations of our multifamily residential properties and works to ensure the department operations meet or surpass industry standards. The Director of Property Management assists to strategize short-range and long-range organizational goals.

Essential Functions/Major Responsibilities:

Business Management:

- Responsible for the review and monitoring of the annual property budgets, as prepared by Property Managers, PM Supervisors, Facilities Manager, building managers and the Real Estate Asset and Portfolio Manager and reviewed by the CFO and Managing Director DC Office.
- Prepares annual management plans, as needed, with input from Real Estate Asset and Portfolio Manager.
- Analyzes monthly performance and budget projections and compares to annual Property management plan and budget; adjusts strategies accordingly to meet annual goals.
- Works closely with Development Department to establish budgets and Property management requirements and practices for new real estate developments.
- Works closely with CFO and Real Estate Asset and Portfolio Manager to evaluate financial performance against benchmarks established by investors, lenders, and the buildings' operating pro-forma.
- Sets performance goals by project, related to industry standards; monitors performance, and adjusts strategies as needed.
- Monitors market conditions regularly and communicates to appropriate staff any market changes that need to be addressed. Monitors market rents as they pertain to setting Organization's property rents.
- Continually enhances industry knowledge and expertise through real estate and property management publications, reports and seminars.

- Visits all properties quarterly, meet with all staff.
- Reviews real estate assets to insure long term maintenance plans are in place and deferred maintenance issues are addressed.
- Is prepared to address any resident concerns escalated through the appeal process.
- Works with staff to ensure maximum use of property management software.

Staff Supervision and Development:

- Oversees all departmental growth and development.
- Participates in the recruitment, interview, selection, and evaluation process for department staff.
- Develops appropriate reporting structures and organizational charts (chain of command) for entire Property management department.
- Directly supervises and works closely with the Property Managers, PM Supervisors and Facilities Managers to provide leadership for department. Oversees major decisions and ensures that team members implement their portfolio objectives and work plans.
- Conducts and/or facilitates regular training meetings with PM staff. Evaluates and recommends additional training for staff as needed.
- Promotes communication and collaborations between departments.

Reporting, Community Involvement and Professional development:

- Prepares and presents departmental reports relating to project performance, goals, standards, benchmarks, etc.
- Maintains good working relationship with community partners.
- Attends industry association meetings, trainings, etc.
- Maintains appropriate Continuing Education credits/units to ensure CPM and Real Estate license requirements are met.
- Sits on various committees pertinent to department and organization goals and standards.
- Stays abreast of property management and other real estate related industry standards, legislation impacting department and industry practices, policies and procedures.
- Regularly communicates and cooperates with Asset Management staff on all PM reporting and regulatory issues.

Job Scope:

Determines best practices and procedures within organization policy constraints. Contributes to the development and application of new concepts in property management to increase operating efficiency. Performs duties independently and work is reviewed on a general basis only as determined necessary by the COO. Contributes to preparation and is accountable for compliance to operating budget of organization. Contributes to long range operational and strategic planning. Position involves a high degree of complexity in dealing with frequent new and varied work situations.

Supervisory Responsibility:

Position has full supervisory responsibility for the Property Management Department, including Property Management Supervisors and Facilities Managers.

Interpersonal Contacts:

Contacts are normally made with others both inside and outside the organization.

External contacts occur with regulatory agencies, lenders, vendors, and community partners. Internal contacts occur with all levels and areas of the organization, including tenants.

Contacts are usually made on own initiative and often concern confidential or sensitive matters requiring the use of discretion, negotiation or persuasion. Contacts occur both face-to-face and via telephone and email. MISSION FIRST employees are expected and required to conduct themselves in a professional and courteous manner in all MISSION FIRST business and interactions with staff, residents, and all contacts inside and outside the organization. Profanity and abusive language are specifically forbidden.

Specific Job Skills:

- Strong knowledge of multifamily residential property management and tenant/landlord practices, laws, rules and regulations.
- Excellent command of commercial management and leasing practices a plus.
- Ability to analyze, evaluate and act on issues and/or problems, reaching sound conclusions and taking appropriate action.
- Possess excellent verbal, written and interpersonal communication skills, as well as computer skills mainly with spreadsheets and word processing. Experience with Yardi property management software a plus.

Education and/or Experience:

Bachelors Degree in business, real estate development or related field required with sufficient experience to provide strong leadership in property management practices and techniques. MBA preferred. A minimum of 8 years equivalent level experience in managing a property management department or division and supervisory experience required. Certified Property Management (CPM) designation and PA, NJ, DE, DC, Maryland or Virginia Real Estate Broker or Salesperson license preferred.

Job Conditions:

Position experiences interruptions, need for frequent shifting priorities, and deadlines.

Requires site visits and use of own vehicle. Requires frequent travels in the Mid-Atlantic region. Must provide proof of valid driver's license and vehicle liability insurance. Requires some evening meetings or staying overnight at different locations. Regular attendance is required in accordance with a regular schedule established for the position by the supervisor.

Benefits:

Medical

Dental (Company Paid)

Company Paid 403B

Paid Time Off

MFHG is an Equal Opportunity Employer. For more information please visit our website <http://missionfirsthousing.org>

To Apply, please forward resumes to Cavery@missionfirsthousing.org

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