

PROPERTY OPERATIONS MANAGER

CLASS DESCRIPTION

General Responsibilities:

This is responsible supervisory and managerial work in planning and directing the Property Management section of the Community Development Authority (CDA) Housing Operations Division. The position is responsible for the CDA's leased housing portfolio in the day-to-day operation, maintenance, and capital improvement of all federally subsidized housing units (Public Housing, Multifamily Housing, Section 8, Section 42, and other special programs). The work involves serving as a primary resource within the CDA with responsibility for: efficient and effective management and leadership of the operational design and activities of the low-income housing portfolio; managing, coordinating, and directing program functional areas and developing and implementing operational systems, program policies and procedures that ensure high quality services and cost-effective operational systems; assisting in budget development and in the designing and managing of programs for complex capital improvement and redevelopment projects; and serving as a member of the CDA's senior management team. Work is performed with a high degree of independence and decision-making under the general supervision of the Housing Operations Program Manager.

Examples of Duties and Responsibilities:

Provide oversight of the day-to-day administration of CDA low-income, leased housing programs. Develop standard operating policies and procedures. Ensure operations align with CDA goals, and comply with U.S. Department of Housing and Urban Development (HUD) and Wisconsin Housing and Economic Development Authority (WHEDA) requirements, performance benchmarks related to participant eligibility, compliance, financial reporting, and property physical condition, and contractual conditions as established by HUD, federal, state, and local government, and investment partners. Examine, evaluate, and investigate conformity with laws and regulations governing policy, contract and legal compliance. Participate in audits and reviews. Ensure the proper and timely submission and maintenance of assigned grant applications, admissions and tenant selection plans, cooperative agreements, contracts and other documents and agreements necessary to maintain and fund agency operations. Maintain knowledge of changes in HUD program rules and guidelines, and recommend changes to CDA policies and administrative processes. Coordinate high levels of customer service and resident relations. Assist staff with hearings and related legal compliance processes.

Analyze CDA operations and provide information and expertise for planning and program development. Identify opportunities for operational improvement. Provide short-term and long-term objectives, policies, and actions, including planning, budgeting, and procurement. Review site office operating policies, practices, and procedures for improvement and lead staff through changes. Oversee the design and implementation of

performance standards and work plans. Monitor program and fiscal performance to ensure adequate funding for program operations and to ensure expenditures comply with applicable regulations.

Ensure property physical needs assessment, a realistic five-year capital plan, capital work planning, maintenance plans, and annual reduction in energy and utility consumption for each housing project. Direct goals and objectives for each housing project, meeting with staff on a regular basis, and ensuring each project performs at a HUD High Performer status. Ensure bidding processes meets HUD procurement rules and CDA financial policies. Ensure capital improvement projects are completed in a timely manner.

Conduct inspections of custodial, property safety, appearance and landscape construction projects, to ensure housing is decent, safe, sanitary, and in good repair per Uniform Physical Condition Standards (UPCS). Conduct analysis of information gathered during HUD, State, and Investor inspections. Follow up with staff and monitor corrective actions.

Coordinate program operations, such as compliance and reporting, customer service, and serve as liaison to government authorities and/or sponsoring agencies. This includes ongoing program support and coordination of special projects, such as redevelopment and master planning, grants, and procurement contracts.

Plan, direct, or coordinate new software implementation, including the development of procedural process documents and customer “how to” videos.

Hire, train, coach, lead, evaluate and discipline staff. Plan, organize, assign, monitor, and evaluate diverse housing programs, staff and activities. Review work assignments, requirements, and review work product for completeness and accuracy. Provide general leadership to staff, provide consultation and advice on more complex and judgmental aspects of the work. Encourage collaboration, and create synergy and clarity amongst both property and program staff. Ensure compliance with personnel, labor relations, and AA/EEO policies throughout housing operations. Conduct investigations as needed.

Coordinate program budget planning and administration with the Housing Program Operations Manager, Finance Manager, and Property Site Managers. Develop and monitor operating and capital budgets. Administer procurement and contract administration.

Assist the Housing Program Operations Manager with program and housing development activities. Support the Housing Program Operations Manager with communications and coordination with federal, state, and local governments regarding the implementation and administration of public and multifamily housing programs. Provide management staff support to the Housing Program Operations Manager and CDA Board of Commissioners.

Represent the CDA at meetings and events. Coordinate special projects amongst staff and partner agencies.

Serve as a member of the CDA's senior management team.

Attend trainings and conferences as appropriate.

Perform related work as required.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

Three (3) years of progressively responsible, federally assisted housing experience (including directly related housing program administration and housing management) with at least two (2) years of supervisory experience in this capacity. Such experience would normally be gained after graduation from an accredited college or university with a Bachelor's Degree in public or business administration, or a related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills, and abilities necessary to perform the duties of these positions will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Knowledge, Skills and Abilities:

Thorough knowledge of property management principles and practices applicable to multi-site assisted housing programs. Thorough knowledge of federal, state and local landlord, tenant and leasing laws. Working knowledge of public administration and federal housing program principles, practices, and reporting requirements. Working knowledge of building and maintenance codes and inspection standards. Working knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Working knowledge of budgeting administration principles and practices, including procurement and purchasing, rent collection, contract administration, capital needs and lifecycle, and inventory control. Working knowledge of project planning and project management principles. Working knowledge of and ability to use computer software applicable to the duties of the position. Knowledge of social issues that impact low-income residents. Knowledge of grant administration. Ability to learn and use property management database systems and HUD systems. Ability to analyze, interpret and apply multiple, complex federal regulations, laws, rules, policies, procedures, and guidelines governing housing programs, including fair housing and disability discrimination laws and provide advice as to their proper application. Ability to

direct, integrate and coordinate multi-site housing operations. Ability to develop, administer and monitor policies, procedures, strategies and operational systems for housing programs. Ability to develop and evaluate budgets and interpret financial statements. Ability to make accurate calculations, maintain accounting records, follow budgeting procedures, and assess the accuracy of data. Ability to make decisions within policy constraints and to interpret complex departmental, City, and funding source policies to the general public, the business community, or other special interest groups. Ability to research and recommend appropriate funding sources for housing operations. Ability to identify problems, thoroughly and creatively analyze possible solutions, and recommend the most appropriate solutions. Ability to evaluate existing housing policies and make recommendations to develop new policies to meet newly identified needs. Ability to compile, organize, summarize and analyze data and develop statistical and narrative reports. Ability to write business correspondence, training materials, and procedure manuals. Ability to plan, assign, supervise and inspect the work of employees, and maintain effective employee relations. Ability to hire, train, assign, evaluate and discipline employees. Ability to plan, organize, prioritize, and coordinate workflow. Ability to communicate effectively both orally and in writing. Ability to make public presentations on complex issues and represent the CDA in a professional capacity. Ability to establish and maintain effective working relationships with employees, managers, other City employees, outside agencies, and the public. Ability to show empathy and compassion in difficult situations. Ability to exercise sound judgment to resolve disputes with tact and diplomacy, facilitate resolution, and build trust. Ability to create supportive work teams for building communities, fostering constructive relationships, and promoting effective programs and activities to promote housing stability and economic self-sufficiency of residents. Ability to work effectively with multicultural populations. Ability to interact tactfully and firmly with potentially hostile individuals. Ability to work independently, manage and direct multiple projects simultaneously, and to meet multiple deadlines with attention to detail and accuracy within time constraints. Ability to maintain adequate attendance.

Necessary Special Qualifications:

Possession of a valid driver's license. Ability to provide own vehicle and maintain proof of insurance.

Public Housing Management Certification from a CDA approved training organization or ability to obtain the certification within six (6) months of appointment. Capital Fund Program Certification from a CDA approved training organization or ability to obtain the certification within six (6) months of appointment. Failure to obtain these certifications within the 6-month probation/trial period will result in the employee not passing probation/trial period, absent extenuating circumstances.

Physical Requirements:

Employees in this position will be expected to visit the various public housing facilities in the City. Otherwise, work is performed in an office environment using standard office

equipment such as computer, fax, telephone, and copier. Must have the ability to sit/stand for long periods of time.

Department/Division	Comp. Group	Range
Planning & Community & Economic Development-CDA Division	18	14

Approved: _____
Erin Hillson
Human Resources Director

Date