



CALIFORNIA HUMAN DEVELOPMENT

CREATING OPPORTUNITIES TO END POVERTY

California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: Program Director, Property & Asset Management

DEPARTMENT/DIVISION: Housing

REPORTS TO: Chief Operating Officer

FLSA STATUS: Exempt

LOCATION: Various

REVISED DATE: 06/28/2022

Summary Description: California Human Development (CHD) is a private, nonprofit, human services program serving the Northern California Area. The CHD Housing Department develops and manages housing properties in widely spread communities in the CHD service area.

DUTIES AND RESPONSIBILITIES:

Under the supervision of the Chief Operating Officer, the Program Director, Property & Asset Management will perform the following duties.

Property Management

- Ensure the Division provides excellent service to residents and to owners in accordance with established Property Management Philosophy, Fair Housing, and California Tenant Landlord Law.
- Ensure regulatory compliance in all key areas.
- Manage contracts and activities in the Housing Division in accordance with contract requirements and all applicable regulations.
- Prepare a Program or Participant Plan (Service levels and Outcomes) for each contract.
- Ensure proper documentation and participant files are maintained for services provided including eligibility forms if required.
- Manage and supervise personnel assigned to the program(s) in accordance with CHD's policies, procedures, and Employee Handbook including employee training, safety and evaluation.
- Respond promptly to internal and external monitoring reports with appropriate corrective action.
- Coordinate with other community groups and agencies to ensure program success and document this coordination in Memorandum of Understanding (MOU's) if required.
- Maintain appropriate client confidentiality with respect to services rendered and a client complaint system to both document and appropriately resolve client complaints.
- Seek continuous improvement in your program area by reviewing the program results and outcomes, client and community needs, the financial viability of the program activity, customer satisfaction and program impact.

Asset Management

- Strategic Planning and Implementation of Property Portfolio.
- Lead Person on coordinating insurance claims related to Properties owned and/or managed by CHD/CHDCMC.
- Ensure Property and Liability Insurance meet funding source regulatory requirements.
- Lead Person on creation and implementation of effective disaster and evacuation plans for the Sites
- Implement Comprehensive Maintenance Program.
- Coordinate Physical Needs Assessments, Architectural Inspections, and Engineering Surveys.
- Analyze key financial decisions for Owner(s) and make recommendations for refinancing, loan restricting and modifications, and disposition/acquisition of Real Property.
- Project Management for Major Capital Improvement Projects.
- Preparation of Welfare Tax Exemptions.
- Assist in the planning and implementation of property specific management plans.
- Negotiate property specific property management contracts.
- Review and analyze monthly property financial and operating statements against key performance indicators to promote strong financial performance and identify strategies for improvement.
- Develop dashboards and indicators for efficient portfolio performance analysis.
- Conduct regular property inspections, and assist appropriate governmental agencies with physical property and file inspections.
- Commission and evaluate capital needs assessments.
- Oversee the preparation of annual governmental reporting and other compliance processes.
- Ensure regulatory compliance of property portfolio.
- Oversee annual property budgeting process including preparation of budgets.
- Oversee annual audit review process.
- Risk Management: Work under the guidance of CHD's Risk Management Director and oversee the portfolio's annual insurance renewal process, obtain certifications of insurance from vendors and contractors, and ensure compliance with existing insurance requirements.
- New Project Development: Perform project management responsibilities as necessary, inclusive of budgeting, marketing, lease-up, approving tenant income certifications and/or engaging independent third party compliance services for new development projects.

Other

- Attend Housing Committee meetings and CHD Board meetings (when requested by CEO or COO).
- Seek funding for housing management activities, including tenant services and site improvements.
- Asset management including ongoing maintenance and rehab, planning and maintaining replacement reserves, coordination of capital needs assessment.

Supervisory Responsibilities

- Is responsible for the overall direction, coordination, and evaluation of these units.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Required Skills and Abilities

- Ability to communicate effectively verbally and in writing with individuals and groups, including occasional public speaking.
- Ability to conduct effective public relations.
- Ability to read, analyze, and interpret general services contracts or governmental regulations in English.
- Spanish-speaking ability highly desirable.
- Ability to use arithmetic skills normally applied in this position.
- Ability compute rates, ratios, and percentages.
- Create and interpret presentation charts.
- Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- Ability to solve problems and resolve conflicts effectively.
- Possess a dedicated interest in serving disadvantaged people. Possess a caring attitude towards fellow employees and clients served.
- Ability and desire to inspire motivate and lead individuals.
- Ability to recognize and manage personal bias.

Education and/or Experience

- BA Degree, or
- AA or AS combined with ten years of experience in Property Management and Development.
- Five years of experience in affordable housing or general management

Certificates, Licenses, Registrations

- Must possess a valid California drivers' license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle. Must be HUD COS certified, or ability to become certified within first year of employment.

Physical Requirements

Regularly: Sitting, walking, manual dexterity for typing, standing, carrying

Occasionally: Stooping, lift up to 40 lbs, squatting, kneeling, bending, pushing/pulling

Seldom: Climbing, twisting

Vision: No special vision requirements

Work Environment

Noise level: Moderate noise (examples: business office with computers and printers, light traffic).

May have exposure to hazardous materials or conditions.

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders. Employment at CHD is **at-will**. This means employment is for an indefinite*

period of time and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.

Employee Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Reviewed by Human Resources: _____ Date: _____