

POSITION DESCRIPTION

Position: Regional Community Administrator
Program: Senior Affordable Housing
Reports to: Housing Director
Status: Exempt
Date Prepared: 02/2016

POSITION SUMMARY:

The Regional Community Administrator is responsible for leading, planning and supervising the day-to-day activities of multiple apartment communities, management and staff, ensuring consistency and alignment with organizational goals, financial objectives and regulatory compliance. The Administrator will assure regulatory compliance for the facility regarding all Federal tax and HUD related compliance. The Administrator assures that all work is performed in a cost effective and service oriented manner in accordance with negotiated contracts, appropriate procedures and established organizational standards.

OBJECTIVES/ACTIVITIES:

- A. Responsible for site management of assigned properties.
 - 1. Oversee four (4) regional properties and manage a team of employees.
Responsible for hiring and termination process as well as training and evaluating of all staff and portfolio assigned.
 - 2. Ensures that property files are maintained and in good order.
 - 3. Collect, review, and prepare weekly operations reports from all properties to evaluate with the Housing Director.
 - 4. Manages all tenant/applicant relations to include; violation notices, tenant and applicant appeals, termination notices along with move-ins legal issues among other activities.
 - 5. Furnish property, hire staff, train staff, accomplish office setup and general building setup.
 - 6. Review necessary documentation to determine eligibility of apartment applicants as needed.
 - 7. Supervise the property office ensuring that all bookkeeping and lease preparations are performed as required.
 - 8. Market the property in accordance with Fair Housing Regulations and the management agent's guidelines.
 - 9. Submit reports as required by the management agent or mandated by the Federal, State or local government.
 - 10. Inspect property weekly to ensure building and grounds are properly maintained and take or suggest any actions needed for repair.
 - 11. Respond to sensitive resident requests and complaints as needed.
- B. Responsible for the management of all financial and contractual aspects of the program services.
 - 1. Assist Controller with the preparation of budgets, reviews financial statement and reports. Monitors financial performance on properties to ensure that financial goals and budgets are met; including review of accounts receivable, individual property cash flow, rent increases, and replacement reserve transactions.

2. Provide quality program services within established budgets.
 3. Provide all documentation to comply with contractual agreements.
 4. Participate in developing community relations and maintain positive image of the program.
 5. Assist in the acquisition and renewal of grants.
 6. Complete monthly, quarterly, and annual reports for the funding sources.
 7. Develop and maintain approved operations manuals.
- C. Responsible for all government housing compliance.
1. Conducts quarterly property inspections and prepare for site audits and inspections. Assists with audits and audit findings. Oversee corrective action to cure any deficiencies or findings.
 2. Be present for each owner or regulatory agency inspection, operations review and file audit.
 3. Ensures evictions are processed in compliance with regulatory guidelines, as well as fair housing policy guidelines.
 4. Ensure compliance with Fair Housing law, including Reasonable Accommodation requests within portfolio.
 5. Ensure that all State, Federal Tax and HUD regulatory agreements are in compliance.
 6. Serve as the liaison to HUD and resource for HUD-related issues as needed.
 7. Review and administer grant, debt and equity programs and other functions such as health and safety services.
- D. Responsible for property development.
1. Develop marketing and advertising materials as well as make recommendations to improve leasing effectiveness.
 2. Assess individual property's competitive strengths and weaknesses vs. competitors in community.
 3. Conduct on-site audit of property and required record keeping.
 4. Monitor property physical asset issues and long term repair/ replacement plans.
 5. Manage contract administration for physical asset repairs.
 6. Interact with consultants, architects and contractors to develop property for best cost, efficiency, quality, and utilization by clients of Volunteers of America.
 7. Oversee and manage occupancy of housing projects.
 8. Identify resources necessary to attain necessary improvements.
- E. Responsible for assisting in the development and motivation of staff.
1. Provide necessary training to staff as it applies to State, Federal Tax and HUD compliance requirements.
 2. Participate in the establishment of program goals and objectives in achievement of established goals.
 3. Identify appropriate ongoing training for existing staff as it applies to property management and compliance.
 4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for all personnel.

F. Responsible for self-development

1. Continually learn and enhance technical and interpersonal skills.
2. Attend all mandatory training as assigned.
3. Attend all State, Federal Tax and HUD Housing Compliance Manager meetings.

G. Responsible for the dissemination of information to staff and senior management on new developments and the status of activities as it applies to the overall company operations.

1. Inform senior management of the status of potential compliance and property management problems, allowing senior management to assist to meet program objectives.
2. Communicate new compliance policies to the staff and insure proper implementation.
3. Serve as part of the organization management team by providing information and support for the development of quality operations.
4. Maintain a professional working relationship with other HUD Housing Compliance Managers.

EQUIVALENT EDUCATION AND EXPERIENCE:

A Bachelor's degree in Gerontology, Social Work or a related field is preferred. Current Certified Occupancy Specialist (COS) certification is required. A minimum of ten (10) years' experience in property management, including marketing, leasing and regulatory programs is required. Five (5) years' experience supervising staff is required. A combination of education and experience will be considered. Must have advanced knowledge in the area of property management, Federal Tax and HUD compliance. Must have the ability to understand and interpret bond, tax credit and conventional finance occupancy programs. Ability to travel as needed. Prior experience in the human services field dealing with issues and challenges unique to homelessness, substance abuse, minorities, mental health, issues dealing with elderly, and/or persons with disabilities is strongly preferred. Must have tax credit/HUD certification (CSC) and a valid California Driver's License, with clean driving record.

SPECIFIC SKILLS REQUIRED:

Leadership skills
Excellent oral and written communication skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills
Computer Skills

PHYSICAL REQUIREMENTS

Lift and move up to 10 pounds
Stand, walk and sit frequently
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Housing Director, V.P./Chief Operating Officer, President/Chief Executive Officer, Chief Financial Officer, Manager of Development/Community Relations, and Manager of Human Resources. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

- 2 Community Administrators (direct)
- 2 Maintenance Technicians (direct)
- 2 Maintenance Technicians (indirect)
- 1 Services Coordinator (direct)
- 2 Services Coordinators (indirect)

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, outside service providers, and all levels of support staff. The Regional Community Administrator is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible. The Regional Community Administrator has authority to approve or deny exceptions within the approved budget. Responsible for actively participating in the development and adherence to program budgets.

NUMBER OF EMPLOYEES

10

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____