



Community Housing Improvement Program

JOB DESCRIPTION

DEPARTMENT	Property Management	LOCATION	Main Office
JOB TITLE	Director of Property Management	REPORTS TO	President
TYPE OF POSITION: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time		HOURS 40 hours Per week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	
SALARY CLASSIFICATION	Program Director		
JOB PURPOSE			
<ol style="list-style-type: none"> 1. Lead the business aspects of all CHIP-managed rental properties, ensuring that they are professionally managed and meet CHIP, lender, and regulatory standards of physical, financial, and social goals. 2. Build teamwork and systems within the Property Management Department; working effectively with other department managers. 3. To provide leadership to the whole organization in line with the mission and culture of the agency. 			
JOB FUNCTIONS			
Essential Responsibilities			
<ol style="list-style-type: none"> 1. Insure that CHIP's Property Management operations are profitable and economically sustainable. 2. Insure that all CHIP-managed properties are well maintained, economically viable and provide high value to tenants, partners, lenders and investors. 3. Lead a team of highly motivated central management and on-site professionals whose work is aligned with CHIP's mission and the strategic goals of the company. 4. Create and implement a long-term vision for CHIP's Property Management operations. 5. Provide the primary connection between your programs and the other programs and departments at CHIP; insure that your programs support and are supported by other programs and departments. 6. Be a champion of CHIP's mission and programs at every opportunity. 			
Essential Duties			
Fiscal/Compliance			
<ol style="list-style-type: none"> 1. Review and implement the department's annual operating budget. Review, approve and implement the individual property budgets. 2. Insure that annual budgets are prepared in a timely manner. Review proposed budgets prior to approval by the appropriate ownership bodies. Work with Community Managers to insure that properties meet their financial goals and are well managed and maintained. 3. Insure compliance with all lender, investor and government requirements without exception, including reporting, leasing, maintenance, marketing, etc. 			
Management			
<ol style="list-style-type: none"> 4. Develop systems to monitor performance of the department. Set performance measurement goals. Review performance and make adjustments to insure that goals are attained. 5. Insure that all properties have current and effective management plans. 6. Maintain written policies and procedures for all aspects of Property Management operations. 7. When necessary, recommend new policies or policy changes for Board consideration and approval. 			
Staffing			
<ol style="list-style-type: none"> 8. Hire, supervise and support direct reports, including Community Managers, Facility Manager and Compliance Specialist. 9. Sign off on hiring of all other department personnel. 			



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10. Insure that all department staff receive sufficient orientation, training and professional development. Insure that all department staff receive annual performance evaluations.
11. Work with Human Resources staff to oversee all department staff hiring, training, development, salary increases, promotions, discipline and terminations. Review documentation and sign off on any terminations of department personnel.

External

12. As necessary, serve as primary contact person for any fee-managed properties. Responsible for negotiating management agreements and fees with property owners.
13. Promote the department and CHIP. Represent all of CHIP's programs to the public.
14. Develop and maintain positive working relationships with outside entities such as Housing Authorities, industry groups, community groups, local government (including law enforcement), etc.

Collaboration

15. Provide technical support in the asset management efforts of the organization, including assistance to the Director of Finance & Asset Management, the Executive Director, Director of Rental Housing and the Board.
16. Assist in the successful development of new rental housing projects by providing support and input in the predevelopment phase.
17. Insure that the resident services efforts of CHIP are coordinated with on-site Property Management staff and supported by supervisory staff and that the needs of both departments are identified and met.
18. Insure that the department works collaboratively with CHIP's other programs for the holistic success of the mission.

Tenant Relations

19. Insure Community Managers maintain good relationships with tenants including monitoring tenant satisfaction levels. Insure sufficient legal representation for CHIP in actions involving tenants. Insure tenant grievances are adequately handled in a timely manner.

REQUIRED KNOWLEDGE AND SKILLS

1. A current, valid California Real Estate Broker's license or demonstrated ability to secure within six months of hire is strongly preferred. If no license, salary offered will be reduced.
2. 7 years experience in property management, 3 years in affordable housing.
3. Demonstrated leadership experience.
4. Ability to build trusting and respectful relationships internally and externally.
5. Ability to work closely with the rest of the CHIP Management Team and Leadership Group and other CHIP programs to sustain high levels of coordination, efficiency, and an environment focused on results, accountability, and the highest levels of service.
6. Ability to work with transparency, accountability, and taking responsibility for one's actions.
7. Commitment to the concept of affordable/subsidized rental housing for low-income households.
8. Good general management skills:
 - a) Ability to lead, direct, motivate, and develop multiple employees.
 - b) Good fiscal and program managements skills:
 - 1) Demonstrated history of sound financial management.
 - 2) Ability to prepare the department's budget, monitor revenue and expense



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budget-to-actual, and make adjustments as necessary.

3) Ability to analyze all contracts to ensure compliance.

- c) Ability to use a variety of decision-making styles to meet situational needs, and drive decision-making to the lowest appropriate level in the organization (ability to appropriately delegate responsibility).
- d) Ability to think critically and creatively and to problem-solve.
- e) Ability to develop and carry out effective long term vision and plan.
- f) Ability to work without constant direction and supervision while maintaining focus on overall goals.
- g) Excellent administrative and organizational skills.

9. Comprehensive knowledge in landlord/tenant laws and regulations and property maintenance.

10. A working knowledge of federal, state and/or local government programs and processes applicable to the programs.

11. Excellent communication skills, both verbal (individual and in groups) and written.

Desired/not mandatory

- 1. Real Estate Broker's license. Willing to provide license to qualify CHIP for corporate license.
- 2. Bilingual English/Spanish or English/Hmong
- 3. Certificate of Property Management (CPM)

QUALIFICATIONS AND EDUCATION

High school diploma, GED, or the equivalent required, four-year College degree preferred

Must have reliable vehicle, current valid California Driver's license and be insurable under the criteria established by CHIP's general liability carrier. Must provide current proof of insurance at the levels specified by the CHIP travel policy.

PHYSICAL DEMANDS

See attached.

Reasonable accommodations as required by the Americans with Disabilities Act (ADA) will be made available as necessary. Requires successful completion of a conditional offer physical examination conducted by Enloe Occupational Health Center.



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WORKING CONDITIONS			
See attached			
REVIEWED BY		TITLE	
APPROVED BY		TITLE	
DATE DEVELOPED	2/11/2015		
SUPERVISOR'S SIGNATURE			
EMPLOYEE SIGNATURE			

Employment with CHIP is at will for the employee and the employer.

CHIP is an equal opportunity employer, is Veterans Preference Compliant, and is a Drug-Free Workplace.

Community Housing Improvement Program, Incorporated (CHIP) is a private, non-profit corporation, which has been in business since 1973. CHIP's mission is to improve, expand and provide housing and related services to Butte, Glenn, Tehama, Shasta, Yuba, Sutter and Colusa Counties and other areas of northeastern California.

Physical Demands and
Working Conditions Assessment

Position Title:	Director of Property Management	
Date:	February 24, 2014	
Activity Requirements (check as many as may apply)		
<input type="checkbox"/>	Standing	Standing is required for sustained periods of time.
<input type="checkbox"/>	Walking	Workers are required to move about on foot to accomplish tasks, particularly for long distances or to move from one work site to another.
<input type="checkbox"/>	Balance	Workers are required to maintain balance when walking, standing or crouching, even on narrow, slippery or moving surfaces. Check only if the amount of balancing required could be considered excessive or out of the ordinary.
<input type="checkbox"/>	Climbing	Workers are required to go up and/or down stairs, ladders, scaffolding, poles, etc. using their feet/legs and/or hands/arms. Check only if the amount and kind of climbing required could be considered excessive or out of the ordinary.
<input type="checkbox"/>	Reaching	Requires workers to extend their hands/arms in any direction.
<input type="checkbox"/>	Stooping	Workers are required to bend down and forward from the waist. Check only if a considerable amount of stooping occurs and if it requires full motion of the legs, feet and back muscles.
<input type="checkbox"/>	Kneeling	Requires bending legs at the knee to come to a rest on knee(s).
<input type="checkbox"/>	Crouching	Requires bending the body downward and forward by bending the leg(s) and spine.
<input type="checkbox"/>	Crawling	Workers are required to move about on hands/knees or hands/feet.
<input type="checkbox"/>	Pulling	Requires using upper extremities to exert force in order to draw, haul, or tug objects in a sustained motion.
<input type="checkbox"/>	Pushing	Requires using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	Lifting	Workers are required to raise or lower objects or move objects from place to place. Check only if considerable lifting is required and includes substantial use of upper arms/hands and back muscles.
<input type="checkbox"/>	Fingering	Requires picking up, pinching, twisting, typing or working primarily with fingers (as opposed to working with the whole hand).
<input type="checkbox"/>	Grasping	Workers are required to hold onto objects with their fingers/palms.
X	Talking	Requires workers to express themselves by speaking. Includes conveying detailed or important spoken instructions accurately, loudly, or quickly.
X	Hearing	Workers are required to distinguish sounds at normal levels (with or without correction) and be able to receive detail information orally, and to discriminate between sounds.
X	Repetitive Motion	Requires workers to move their wrists, hands, and/or fingers repetitively.
<input type="checkbox"/>	Other	
Physical Requirements (check only one)		
X	Sedentary Work	Requires workers to expend up to 10 pounds of force occasionally and/or smaller amounts of force frequently. The force is used to lift, carry, pull or otherwise move objects. Jobs are considered sedentary if walking and standing are required only occasionally.
<input type="checkbox"/>	Light Work	Requires workers to expend up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or smaller amounts of force frequently. NOTE: If the work requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.

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	Medium Work	Requires workers to expend up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force routinely.
	Heavy Work	Requires workers to expend up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force routinely.
	Very Heavy Work	Requires workers to expend over 100 pounds of force from time to time and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force routinely.
	Other	
Visual Requirements (check only one)		
X		Workers are required to perform activities such as: preparing/analyzing data/figures; viewing a computer screen; reading; inspecting small objects for defects, operating machinery; using gauges and other measuring devices; and/or assembling parts with close eye contact.
		Workers are required to perform activities such as: operating machinery and/or power tools at or within arm's reach; performing non-repetitive tasks such as carpentry, plumbing, painting, and repairing machinery.
		Workers are required to operate motor vehicles and/or heavy equipment such as forklifts, backhoes, and/or bulldozers.
		Workers are required to review/inspect their assigned work, the work of others, or facilities or structures.
		Other
Working Conditions (check as many as may apply)		
		Workers are subjected to inside environmental temperature changes.
		Workers are subjected to outside environmental factors with no structural protection from the weather.
X		Workers are subjected to both inside and outside environments.
		Workers are subjected to extreme temperatures that are typically below 32 degrees for more than one hour at a time. May be subjected to other environmental conditions, such as wind and humidity.
		Workers are subjected to extreme temperatures that are typically above 100 degrees for more than one hour at a time. May be subjected to other environmental conditions, such as wind and humidity.
		Workers are subjected to excessive noise including enough noise to cause workers to shout in order to be heard above the ambient noise level.
		Workers are subjected to vibrations and/or oscillating movements of the hands/arms, legs/feet, or whole body.
		Workers are subjected to hazards such as: operation of and/or proximity to machinery with moving parts; moving vehicles; high voltage electricity; scaffolding/high places; and/or high heat or hazardous chemicals.
		Workers are subjected to atmospheric conditions that affect the respiratory system of the skin such as fumes, odors, dust, mists, gases and/or poor ventilation.
		Workers are frequently in close quarters such as: crawl spaces, shafts, manholes, small-enclosed rooms, small sewage and line pipes, and other areas that could cause claustrophobia.
		Workers are required to function in narrow aisles or passageways.
		None. The worker is not substantially exposed to adverse environmental conditions (normally engages in typical office or administrative work).
		Other
Approvals		
Supervisor:		
Program Director:		
H.R. Staff		