



**Director of Property Operations
November 2018**

Unison Housing Partners is empowering people and strengthening communities in Adams County as a progressive housing authority built to address 21st century challenges. We are focused on ending the cycle of generational poverty by providing individuals and families with access to affordable housing, support programs, and by engaging in socially conscious community development. We collaborate with nonprofit organizations, government agencies, the private sector, property owners, housing providers and the community to ensure stability and economic self-sufficiency are achievable goals for all Adams County residents.

The Director of Property Operations manages the financial integrity throughout Unison's property portfolio and assets. Plans, directs and supervises site management activities within the Property Operations Department, formulating and administering organization policies and procedures, overseeing special projects, quality control, marketing, skill assessment, training and branding. The Director of Property Operations supports Unison's strategic and operational objectives by ensuring maximum occupancy, successful residency and program compliance. Areas of responsibility include monitoring market conditions, resident relations, controlling property specific budgets and retaining residents by providing superior customer service by performing the following duties personally or through subordinate managers. This position will ensure the department operates effectively with strong and consistent values and an understanding that housing is as much about people as it is about place.

The Director of Property Operations will participate in the development and implementation of goals, objectives, policies and priorities to support residents; collaborate with Maintenance and the Community Services team to plan, organize, monitor and implement programs supporting residents and physical assets; identify opportunities for improving service delivery methods and procedures; review with appropriate cross departmental staff; implement improvements. They will also coordinate property marketing, branding, and messaging with Director of Partnerships and Policy to ensure it is congruent with Unison branding and messaging.

Unison Housing Partners manages 13 properties in its portfolio. This includes 1,656 total units, of which 1,244 are a part of affordable programs such as tax credit, 5058, 50059, public housing, NSP, and home funds.

Essential Duties and Responsibilities Include:

- Oversees property specific budgets, spending, and delinquencies
- Oversees day to day activity of portfolio operations and property staff
- Directs compliance initiatives and compliance department
- Provides direction and support to the Special Projects team and oversees capital improvements made to the communities
- Works with the Deputy Director, Director of Human Resources, and Senior Portfolio team on creating and implementing new policies and procedures
- Serves as the representative of the Property Operations Department or at times Unison in meetings and audits
- Monitors and Reports on portfolio operations and market conditions to Deputy Director
- Is the ambassador for Property Operations department on cross communication with the various departments and vendors
- Assists in the recruitment process for potential property operations members. Serves as mentor for the Senior Portfolio Team
- Demonstrate leadership in corporate attitude, communication skills, and professional appearance. Exemplify strict adherence to company policies and procedures

Knowledge Of:

Operations, services and activities of affordable housing, project based Section 8, and tax credit site management. Principles in creating and supporting work group/ teams. Principles and processes for building community. Economic and social issues that impact low-income residents.

Education/Experience:

Bachelors (B.A./B.S.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience. Have or active in working toward professional certifications such as CPM, CAPS, and CAM. Additional experience with Section 8, Public Housing, Section 42, HOME & CDGB compliance preferred. Multi-site experience required.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Spanish language skills are desired but not required.

Computer Skills:

To perform this job successfully, an individual should have knowledge of MS Products (Word, Excel, and Outlook) , and other property management software. Yardi Voyager experience preferred.

Supervisory Responsibilities:

Manages: Senior Portfolio Managers, District Maintenance Manager, Compliance Manager, Special Projects Manager, Administrative Generalist and Community Managers. Carries out supervisory responsibilities in accordance with Unison'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.

Please submit cover letter, resume and salary requirements to: Drew O'Connor

doconnor@unisonhp.org

Unison Housing Partners offers competitive compensation and an excellent benefit package, which includes medical, gap insurance, dental, vision, life, short term and long term disability, 401(k) match and participation in the Public Employer's Retirement Association.

Unison provides, to the great extent possible, employment, on the job training and contract opportunities for low – and very-low income residents in connection with projects and activities administered by the Housing Authority. We are an Equal Opportunity Employer, Gender/Minority/Veterans/Disabled.