



Position Announcement

TITLE: AFFORDABLE HOUSING MANAGER

DATE: June 30, 2017

LOCATION: Eastern Park Apartments - 711 Eddy St, San Francisco, CA 94109

FLSA: Exempt (Full-Time)

SUMMARY:

Serves as the chief administrative representative for an Affordable Housing Residential Community. Manages staff and activities related to the operation of the community, including marketing, maintenance, administration, community relations, resident relations, and occupancy.

ESSENTIAL FUNCTIONS:

- Establishes community goals and objectives consistent with NCPHS Mission Statement, Core Values, Strategic Plan and Home Office policies and procedures. Assures that plans and actions meet established goals and objectives.
- Develops long-term strategies to address operational and capital plans, major projects, community improvements, staffing needs, programs, and services. Works in conjunction with the VP of Operations.
- Manages the financial aspects of the community including, but not limited to capital and operating budget development and analysis, administration and forecasting. Works in conjunction with the VP of Operations and within Low-Income Housing Tax Credit (LIHTC), HUD and NCPHS guidelines.
- Complies with the outcome of financial, physical and occupancy audits.
- Reviews and approves all purchases of supplies, equipment, and contracted services for community. Manages accounts receivables/payables within NCPHS guidelines.
- Markets fair housing to prospective residents, the community, and general public in compliance with LIHTC and HUD regulations. Provides home visits as needed for applicants with disability.
- Welcomes and orients new residents to the community and manages unit turnover. Maintains occupancy levels according to LIHTC, HUD and NCPHS standards.
- Oversees maintenance of the community (building and equipment) to ensure the health and safety of the residents and staff.
- Assures that operating procedures comply with LIHTC, HUD, NCPHS and all other applicable regulations and requirements. Maintains knowledge of current regulations, requirements and standards.
- Assures compliance with government agency reporting requirements; interprets and applies LIHTC, HUD and NCPHS rules, regulations, policies and procedures.
- Interviews, hires, supervises, trains, motivates, and the performance management of the staff.
- Fosters positive resident relations; acts as liaison between resident groups and NCPHS Home Office and Board of Directors. Maintains awareness of available community resources.
- Communicates issues and concerns regarding all aspects of community operations to Home Office staff.
- Develops, recommends and implements policies, procedures, internal community's house rules and regulations for the community in conjunction with the Home Office Management staff.
- Assumes management responsibility, for additional properties contracted through NCPHS, as assigned.
- Participates as a member of the NCPHS Management Staff on task forces and committees as required or assigned. May conduct research, prepare recommendations and participate in promotional activities as directed.
- Serves as Facility Risk Manager, overseeing loss prevention and control activities for the community under the auspices of the Corporate Risk Management Program.

- Implements all NCPHS Safety Programs in conjunction with Director of Human Resources, including oversight of community's Safety Committee and Disaster Preparation Plan. Ensures Safety Program requirements are being met and are in compliance with NCPHS policies and procedures and the California Code of Regulations, Title 8.
- Performs other work as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge and understanding of the senior affordable housing community operation. Working knowledge of LIHTC, HUD and other applicable compliance rules and regulations for residential communities for the elderly. Knowledge and experience with developing and managing within approved operating budgets. Strong leadership and interpersonal skills to lead and motivate staff. Administrative skills to plan work, prioritize actions and delegate responsibility as appropriate. Detail oriented with the ability to handle multiple projects and priorities. Proficient English written and verbal communication skills. Strong listening skills and ability to respond to resident concerns. Proficient with use of technology including computer and Microsoft Office suite and the ability to quickly learn human resources, property management, and maintenance software applications. Ability to use a Smartphone. Physical skills and ability to perform work that requires sitting, walking, stooping, bending, and lifting up to 40 pounds. Ability to be decisive and handle emergencies when necessary. Ability to learn and understand senior affordable housing community operation, LIHTC, Section 8 and HUD regulations, and other applicable compliance rules and regulations. Ability to work with individuals who have mental health issues, including behavioral issues. Ability to maintain a positive customer focused approach and confidentiality of resident, staff and organization information at all times. Ability to recruit, train, develop, discipline and motivate staff. Ability to act with patience, tact and courtesy in dealing with residents, their families, vendors and staff under demanding and difficult conditions. Sensitivity and understanding of the issues related to aging and persons who have multi-cultural backgrounds.

QUALIFICATIONS:

Bachelor's degree in a related field or equivalent experience. Three (3) years of administrative management experience. Master's degree in a related field highly desirable. Work experience at a residential building or similar community preferred. Certified Aging Services Professional (CASP, formerly RHP) highly desirable. California driver's license, proof of insurance, clean driving record and the ability to travel to multiple locations on a daily basis.

SUPERVISORY RESPONSIBILITY:

Full management responsibility for all staff and related activities of the community. Management of such community would include staffing, training and performance management of up to 10 employees.

APPLY TO: VP of Operations by clicking [here](#).