

Property Supervisor

Department: Property Management
Reports to: Regional Property Supervisor
FLSA Status: Exempt (Salaried)

Position Summary: This position is responsible for overseeing and supporting up to five Property Managers. The Property Supervisor supports staff in ensuring properties within their assigned portfolio are financially sound, well maintained according to SAHA standards, and comply with requirements outlined in their regulatory agreements. In addition, the position oversees staff development & matters including but not limited to: recruitment, on-going performance management, training & staff development, coaching & mentoring, and separation of staff in accordance with SAHA practices and procedures. The position may also assist with special departmental projects as assigned based on level of skill and availability.

Primary Duties & Responsibilities include but are not limited to the following:

Supervision

- Supervises Property Managers and supports them in supervision of their staff; coaches and mentors staff and contributes to developing a pleasant working environment that allows those within it to thrive.
- Holds assigned Property Management staff accountable for a high level of performance, team work, and customer service.
- Responsible for recruitment of staff within portfolio, working alongside Regional Property Supervisor and Human Resources staff to fill vacancies with quality staff.
- Responsible for completing timely performance evaluations of staff, and for assisting and reviewing performance evaluations of staff within portfolio.
- Works with Regional Property Supervisor and Human Resources as necessary in navigating through performance management issues.
- Provides coverage in times of Managers absence.
- Additional duties as assigned by management.

Financial Management

- Meets departmental financial objectives and goals for assigned portfolio.
- Ensures that sound financial management of properties is being followed.
- Prepares annual operating and capital budgets; monitors budget performance and prepares summary reports of same.
- Reviews and approves expenditures within specified budgetary guidelines. Negotiates and/or evaluates contracts and makes recommendations.
- Supervises collection procedures of delinquent accounts and residents' accounts receivables following the guidelines of the organization.
- Additional duties as assigned by management.

Occupancy

- Attends and participates in portfolio related activities and meetings
- Attends meetings requested by regulatory agencies.
- Oversees resident evictions as managed by Property Manager; assists with investigating complaints.
- Ensures compliance with all SAHA's leases, house rules, attachments and regulatory requirements.
- Represents SAHA in legal matters relating to resident relations, evictions, contract compliance, etc. as needed.
- Participates in and ensures adherence to approved marketing program in compliance with federal, state, local and regulatory requirements.

- Additional duties as assigned by management.

Facilities Oversight

- Inspects properties within portfolio at least once a month to ensure the highest standards are maintained. Evaluates effectiveness and efficiency of maintenance, grounds, and housekeeping operations. Conducts periodic inspections of vacant apartments for market-ready condition.
- Analyzes the condition and the operations of assigned portfolio and makes recommendations for improvements.
- Manages capital needs projects within portfolio as needed, and anticipates needs for such projects.
- Additional duties as assigned by management.

Requirements/Qualifications

To perform this job successfully, an individual must be able to perform each duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Bachelor's degree preferred or equivalent work experience.
- Three (3) years of supervisory experience with the demonstrated ability to mentor, motivate, support and hold staff accountable.
- Minimum three (3) years' experience working with an affordable housing provider and/or management company in the capacity of Property Manager. Equivalent management experience may be applicable, determined on a case-by-case basis.
- Working knowledge of applicable local and federal housing laws, including Fair Housing and Landlord & Tenant laws.
- Working knowledge and experience with HUD Occupancy and Compliance regulations, TCAC and other affordable housing rules and regulations.
- Working knowledge of property maintenance, and financial aspects of property management.
- Knowledge of basic employment laws as they relate to equal opportunity, hiring, training, evaluation and termination.
- Must be highly skilled in MS Office (Particularly Excel, Word and Outlook).

Certificates, Licenses & Registrations:

- Current Certified Occupancy Specialist (COS) or attainment within six months of hire.
- Current tax credit certification or attainment within six months of hire.
- A valid California Driver's License, a DMV check will be conducted.

Abilities and Attributes:

- Strong leadership and supervisory experience with the ability to manage a wide range of personnel issues and recommend effective solutions.
- Ability to team build, train, motivate, and coach others.
- Excellent analytical and problem-solving skills.
- De-escalation and conflict resolution skills required.
- Excellent written and oral communication & presentation skills.
- Strong computer skills in MS Office (Excel, Word and Outlook). Experience with Yardi a plus.
- Must be pro-active in identifying and proposing solutions, with the ability to exercise sound judgment in all matters.
- Must be accurate and highly detail-oriented with follow-through skills.
- Ability to work under pressure and successfully meet deadlines.
- Ability to work collaboratively with Resident Services counterpart and different levels of management.

- Ability to delegate and communicate property management policies and procedures to portfolio staff.
- Skilled in establishing and maintaining effective working relationships with staff, officials, residents, and the general public.
- Must be able to work independently yet function within an organizational structure.
- Proven ability to conduct research, coordinate multiple projects, solve problems, prepare/update supporting documentation and maintain records.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, government regulations, loan documents, financial reports, regulatory agreements and other legal documents.
- Ability to respond to inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Must be able and willing to travel throughout portfolio to carry out duties and responsibilities associated with compliance and occupancy issues.
- Ability to handle shifting and multiple priorities in a fast paced, growth environment.
- Flexible, creative, manages own time, and well organized.
- Ability to work harmoniously in a multi-cultural team.

Supervisory Responsibilities:

- Supervises Property Managers within portfolio and indirectly supervises all staff within portfolio.

Mathematical Skills:

- Must be able to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to analyze and review financial data such as reports, income statements and perform cost analyses. Must be accurate in mathematical computations.

Physical Demands:

- Approximately 40% of the position involves travel throughout the Bay Area.
- Frequent sitting at a desk and using a computer for extended periods of time.
- Moderate use of telephone, standing, walking, bending and reaching.
- Requires occasional lifting or moving of objects up to 15 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Moderate face-to-face interactions with residents and visitors. Must speak clearly and articulate with extreme accuracy to provide directions, talk on the phone, etc.
- Requires the ability to see, smell and hear.

Work Environment:

- Normal office environment, business casual attire.
- Frequent driving throughout the Bay Area and exposures to fumes, dust, and other environmental elements may occur.

This job description is not inclusive of all responsibilities, skills, requirements, efforts or working conditions associated with this job. While this job description is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. This job description replaces all previous descriptions for this position.

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