

Cruz Management

Who We Are

We are Cruz Companies, one of the oldest and largest, third generation, 100% minority-owned companies in the Northeast, we blend modern practices with traditional values of quality and integrity. Founded in 1948, we develop and construct landmarks, residential, and commercial projects. We do provide quality residential housing management services in the Greater Boston & New Bedford areas. Agencies we serve or work with include but are not limited; Massachusetts Housing Finance Agency (MHFA), Boston Housing Authority (BHA), Boston Metro Housing, Department of Housing and Urban Development (HUD), and private owners. We've also established Cruz C.A.R.E.S., giving back to our communities through scholarships, enrichment programs, and fun outdoor adventures. We are pioneers in progress and strive to elevate the communities where we work.

Property Manager

Boston, MA

Position Summary

SUMMARY OF FUNCTION: The Affordable Property Manager is responsible for the day-to-day operations of an affordable housing community, ensuring full compliance with applicable housing program requirements (LIHTC, HUD, Project Based Section 8, HOME etc.), delivering exceptional customer service to residents, and maintaining the property's physical and financial health. This role combines traditional property management with specialized compliance oversight.

Essential Functions

Compliance & Regulatory Management

- Complies with Fair Housing regulations and Equal Opportunity/Affirmative Action policies, including federal, state, and local governing agency requirements.
- Conduct and review resident income certifications and recertifications.
- Maintain accurate, complete, and audit-ready resident files.
- Prepare and submit required reports to regulatory agencies.
- Stay current with changes in affordable housing regulations.
- Administer annual recertifications and supervise all aspects of monitoring agency compliance including proper recertification, interim recertification procedures and coordinate annual unit inspections.
- Review rent schedules, scheduled rent increases and renewals.
- Supervise implementation of waiting list procedures and assure that marketing program is sufficient to minimize vacancy loss.
- Review and oversee the generation of operating reports and subsidy vouchers.

Leasing & Occupancy

- Market and lease apartments in accordance with Fair Housing laws and program restrictions.

- Screen and approve applicants based on program eligibility criteria.
- Execute compliant lease agreements and maintain accurate occupancy records.
- Conduct move-in, annual, and move-out inspections.

Financial Management

- Collect rent and enforce payment policies, including subsidy tracking.
- Assist in developing and adhering to property budgets.
- Accurately calculate rents based on program guidelines.
- Work with accounting to reconcile subsidy payments and address discrepancies.

Property Operations

- Oversee maintenance and repair work to ensure property is safe, clean, and well-maintained.
- Schedule and monitor regular property inspections.
- Scheduling and overseeing repairs, inspections, and preventive maintenance.
- Coordinating with vendors, contractors, service providers and supervise on-site staff.
- Maintain curb appeal by walking/inspecting property and vacant units.

Resident Relations

- Foster positive relationships with residents while enforcing lease terms.
- Resolve resident concerns in a timely and professional manner.
- Handling resident inquiries, complaints, and conflict resolution.
- Provide customer service to residents resolving any issues that may occur and ensuring maintenance completes service requests.
- Provide residents with information on community resources and supportive services.

Risk & Safety

- Maintain compliance with Fair Housing, ADA, and ensuring meets local, state, and federal other applicable regulations.
- Managing insurance requirements.
- Documenting incidents and addressing legal disputes, including attending court proceedings, as necessary.
- Other duties as assigned.

Knowledge, Skills & Certification Requirements

- High school diploma or equivalent Associate or Bachelor degree preferred.
- Minimum of 3-5 years of Property Management experience preferably in affordable housing.
- Working knowledge of LIHTC, HOME, HUD Project Based Section 8 compliances.
- Certified Occupancy Specialist (COS), Tax Credit Specialist (TCS), NCHM, or similar certification preferred.
- Strong understanding of Fair Housing laws and affordable housing compliance.
- Proficiency in Property Management software; (e.g. Yardi, Rentcafe, Realpage,) and Microsoft Office Suite.
- Conduct regular meetings with maintenance staff.

- Demonstrated leadership skills in decision making, problem solving and interpersonal relations.
- Ability to manage stress and respond quickly and effectively to emergency situations.
- Ability to collaborate effectively with diverse individuals at all levels.
- Ability to manage many tasks simultaneously and deal effectively with changing priorities.

Equal Employment Opportunity

The facility is committed to the principle of Equal Employment Opportunity for all employees and applicants. It is our policy to ensure that both current and prospective employees are provided equal employment opportunity without consideration of race, religious creed, color, national origin, nationality, ancestry, age, sex, marital status, sexual orientation, or disability in accordance with local, state, and federal laws.

Americans with Disabilities

Applicants as well as employees who are or become disabled must be able to perform the essential job functions either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

This job description is intended to describe the general content and requirements of the job. It is not an all-inclusive statement of duties, responsibilities or requirements and management reserves the right to add or remove duties from jobs to meet company needs. Significant changes to the position will necessitate a new or revised job description.

Employment Type:

Full-Time

Work Schedule:

Monday - Friday; 8am - 4:30pm

Employees at Cruz Companies enjoy these benefits:

- 100% employer paid individual medical insurance plan
- 100% employer paid dental plan
- Vision
- Group Term Life Insurance (100% Employer paid)
- 401K Retirement Plan
- Flexible Spending Account
- Health Reimbursement Program (HRA) - Employer funded
- Involuntary Insurance Benefits - Sun Life, Aflac
- Employee Assistance Program (EAP)
- Free Parking
- Attractive Time-off benefit package
- Paid Holidays

Salary Description

\$75,000 - \$90,000 Annually

Interested candidates are encouraged to apply directly using the following link:
<https://recruiting.paylocity.com/recruiting/jobs/Details/1277308/Cruz-Management-Company-Inc/Property-Manager> For questions, please contact Nicole Massey at nmassey@cruzcompanies.com.