

## Property Manager – Canterbury Place

First Realty Management Corp. is seeking a Property Manager for a multifamily property in Boston's Roslindale neighborhood.

A family-owned and privately held property management company, First Realty Management has more than 65 years of experience with the industry knowledge to match. We combine the resources of a large company with the personal touch and attention to detail of a small, local firm.

At the core of it all, our talented employees make us stand out above the rest. While we perform as a top-tier property management company, we strongly emphasize our close-knit, family-owned foundation. Professional growth is encouraged through a commitment to educational advancement and opportunities to learn from industry thought leaders. We create a sought-after community atmosphere by recognizing and celebrating those who go above and beyond. And above all else – we always put our team members first.

We are looking for a full-time Property Manager with a "hands-on" approach who will ensure the efficient operation of a 238-unit, mixed income, multifamily property. The Property Manager will provide the highest quality product and service by operating the property within an established financial budget and guidelines, ensuring the property meets established property standards. In addition, the Property Manager is responsible for the efficient physical and financial operation of the assigned properties in keeping with the owners' goals as outlined by the senior staff and in compliance with federal, state, and local regulations and with First Realty policies and procedures.

### Job Functions:

- Must have strong experience managing multi-family rental housing with knowledge of Federal, State, and Local housing regulations, HUD S.8 regulations, recertifications, waitlist management, voucher submission and reconciliation, agency monitoring and reviews, as well as housing choice voucher management.
- Individuals must have strong financial, marketing, supervisory, and resident relations skills with the ability to communicate effectively, verbally and in writing with individuals, and exercise leadership, judgment, and initiative.
- Prepares annual site budgets and regularly monitors budgets throughout the year. Ensures property operates within set financial guidelines and prepares monthly variance and other financial reports when necessary.
- Hires appropriate site staff members. Manages, directs, supervises, and develops staff members, ensuring that they work toward meeting property goals and operate within established policies and procedures. Evaluates the job performance of staff members regularly.
- Ensures that the physical condition of the property, both interior and exterior is safe, attractive, and running efficiently at all times. Ensures that property meets inspection guidelines for various agencies, i.e., HUD, state housing finance agencies, mortgage companies, etc. Educates residents on their responsibilities in helping maintain a clean, enjoyable, safe living environment.
- Ensures that property meets inspection guidelines for various agencies, i.e., HUD, DHCD, state housing finance agencies, mortgage companies, etc.
- Ensures all required resident paperwork is complete such as all appropriate background and reference checks, applications, leases, etc. Ensures all HUD, and other regulatory paperwork is completed and in compliance with appropriate guidelines.

- Monitors and oversees all contractual services, ensuring the satisfactory quality of service and cost-effectiveness.
- Maintains occupancy at established levels by working with Marketing Director to devise and implement an effective marketing plan for the site.
- Reduces vacancy by fostering and maintaining positive resident relations, resulting in a satisfactory resident retention rate.
- Ensures that all staff members respond promptly, efficiently, and courteously to resident needs and service requests.
- Responds appropriately to resident concerns regarding safety, noise, etc. in the community's environment.
- Monitors resident selection, ensuring all new residents meet established selection criteria.

***Other Job Functions:***

- Assumes an active role in the town or city where the property is located by representing the Owner, management, and residents' interests on task forces or committees to resolve local problems. Develops and maintains positive, productive relationships with local agencies.
- When appropriate, reports problems or concerns regarding residents or property to senior management.
- Maintains excellent communication with all staff members and conducts regular staff meetings.
- Participates in special projects such as developing policies and procedures.

**Requirements:**

- Thorough understanding of property management practices
- Proven ability to effectively supervise staff and manage the property
- Knowledge of local, state, and federal housing regulations and any Section 8 programs.
- Superior skills in leadership, judgment, initiative, and discretion
- Excellent communication skills, both verbal and written business English and Spanish
- Ability to learn quickly
- Ability to read and understand financial/budget reports
- Proficiency in Microsoft Word and Excel
- Strong preference for experience with the Real Page suite of products
- Basic marketing skills

**Level of Education/Training/License:**

- Formal industry-related certifications, such as , NAHP and and ARM, desired.
- Bachelor's degree in Business is preferred.

**Experience:**

- 1-3+ years' experience with residential property management.
- Supervisory experience.

Please send resumes to: Anne Rice [arice@firstrealtymgt.com](mailto:arice@firstrealtymgt.com), or Sarah Clark at [sclark@firstrealtymgt.com](mailto:sclark@firstrealtymgt.com).