



## Director of Property Management & Resident Services- Portland, Maine

### COMPANY OVERVIEW:

Founded in 1972, Avesta Housing has grown to become one of the country's most innovative and respected leaders in affordable housing. Our current portfolio of over 1,900 apartments spans Southern Maine and into Southern New Hampshire, with an average of four new properties being added each year. In addition to development and property management, Avesta owns and operates an assisted living facility and a home ownership center.

Avesta Housing is one of the largest nonprofit developers of affordable housing in New England. Avesta receives consistently high marks from its state, federal and private-sector partners, and is recognized nationally for groundbreaking work in bringing together nonprofit, for-profit, private and public-sector organizations for the benefit of its communities. We strive for energy efficiency, combined with quality, comfort, and safety at all of our properties. Recently, Avesta has received the following awards and accolades:

- Oak Street Lofts was the winner of the 2013 Charles L. Edson Tax Credit Excellence Award in Green Housing
- Emery School, Park Street School, and Oak Street Lofts were named 2012 Notable Projects by the Maine Real Estate & Development Association
- Pearl Place II was awarded LEED® Platinum certification by the U.S. Green Building Council® for achievement in green building and design.
- Avesta was named a Top 50 Affordable Housing Developer in the country by Affordable Housing Finance magazine
- Park Street School was a finalist in Affordable Housing Finance magazine's Readers' Choice Awards in Rural Housing
- Bayside Anchor, an upcoming Avesta Housing project, was the top finisher in Deutsche Bank and Enterprise Community Partners's "Lowering the Cost of Housing Competition"
- U.S. Green Building Council named Avesta Housing the nation's 2012 Outstanding Affordable Developer
- The president and CEO was named the 2013 Nonprofit Business Leader of the Year by MaineBiz and also received the Maine Real Estate & Development Association's Robert B. Patterson Jr. Founder's Award
- The CFO was recognized in 2012 as one of MaineToday Media's 40 Under 40, a list of Maine's emerging leaders
- TD Bank selected Avesta Housing as winner of its annual "Housing for Everyone" competition

### THIS OPPORTUNITY:

This is an exciting opportunity to join this growing, award-winning organization that is at the forefront of the national affordable housing community. Avesta Housing is committed to our mission of improving lives and strengthening communities by promoting and providing quality affordable homes for people in need. In recent years, Avesta has developed and maintained housing for chronically homeless people, seniors, refugees, persons with disabilities, homebuyers, artists, healthy living enthusiasts, and hundreds of others in need of affordable housing.

The Director of Property Management & Resident Services develops, implements, and oversees all property management, maintenance, and resident service activities to ensure resident satisfaction and success, team member engagement and growth, and the profitable operation of all managed properties. This position is ideal for a forward-thinking, innovative, and proven leader with the ability to focus on big-picture opportunities. This position has the opportunity to further grow and enhance our Property Management division. Innovation and creative problem solving are essential skills for success in this role.

## ESSENTIAL JOB DUTIES:

The Director of Property Management & Resident Services leads the property management division, working to ensure resident satisfaction, employee growth, financial stability, and regulatory compliance. This entails:

- Provide senior-level leadership and guidance to property management team members, including successful collaboration, delegation, and empowerment.
- Develop, maintain, and oversee processes to ensure resident satisfaction, physical integrity, long-term financial stability, and the regulatory compliance of all Avesta owned and managed housing communities.
- Identify long range programmatic and financial objectives for the property management division, while also recognizing and implementing management objectives in accordance with Avesta's strategic plan.

Successful applicants will have a proven track record as an innovative, inspiring leader, knowledge and understanding of affordable housing management, and the ability to organize, direct, identify and implement process efficiencies in a large division. As the organization continues to grow, the Director must be able to utilize creative problem solving skills, to implement solutions, and continually improve the operations of the division, while simultaneously being mindful of resident and staff needs and the normal day-to-day functions.

## AVESTA'S BENEFITS:

Avesta Housing offers competitive compensation and an excellent benefit package including:

- Employer-paid health and dental
- 401(k) with 6% match
- Flexible spending and dependent care accounts
- Life, long and short term disability
- Free employee parking
- Paid training opportunities
- Education reimbursement
- Paid holidays
- Generous earned time
- Wellness benefits

## WORK ENVIRONMENT:

Avesta's employees are committed to our mission of improving lives and strengthening communities by promoting and providing quality affordable homes for people in need. We seek to embody the core values of our agency in all aspects of our lives:

- *Humanity:* We care about people
- *Stewardship:* We manage our resources responsibly, efficiently, and sustainably
- *Relationships:* We seek meaningful interaction and effective collaboration
- *Quality:* We pursue excellence in all our work

## LOCATION:

Avesta's main office is within a short walk of the busy, vibrant Monument Square, the center of downtown Portland, Maine, which since 2012, has been recognized as:

- Techie.com lists Portland, Maine as one of its ten most unexpected cities for high-tech innovation
- The Huffington Post named the Portland region as the eighth best restaurant metro area in the US
- Women's Health ranked Portland #10 for the ability to live healthy active lives in Maine's largest city
- Forbes Magazine ranked Portland 11th in its list of America's Hippest Hipster Neighborhoods
- Kiplinger Magazine named Portland the best city in the country for the young at heart
- Parenting Magazine named the City of Portland the 3rd Best City in the U.S. for Families
- Portland ranked 7th "Greenest City" in the United States according to the readers of Travel & Leisure
- GoLocal ranked Portland in Top 10 for New England's Best Cities in 2012
- Forbes ranked the Portland Area in the Top 10 for Job Prospects

Please visit the Careers section of our website at [www.avestahousing.org](http://www.avestahousing.org) for more information or contact:

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