

Job Description

Director of Property Management



The Caleb Group provides secure, affordable homes and builds stable communities that offer diverse populations the tools and resources to empower individuals to make positive changes in their lives.

The Caleb Group is looking for a seasoned Director of Property Management to oversee the day-to-day operations of a portfolio of 20 multifamily properties. This position is treated as an intermediary between Asset Management and the Property Managers, directing and coaching site staff to ensure best industry practices are being implemented. The DPM reports to the CEO and is a member of the leadership team of The Caleb Group, responsible for the performance of nine teams located in Maine, New Hampshire, Massachusetts and Connecticut.

The DPM holds Property Managers accountable for maximizing revenues, minimizing operating expenses, adhering to the annual budget and following all company policies and procedures. At each property we also connect our residents to services through Resident Service Coordinators who report to the Director of Resident Services.

Our portfolio currently consists of approximately 600 subsidized units (either Section 8 or RD) and 900 LIHTC units (114 of those also have HOME funds). We have 997 units of family housing, 10 units of housing for youth and 150 units of senior housing. We work with the following agencies: Maine Housing, NHHFA, DHCD, CHFA, DECD, HUD, USDA, and FHLB.

Essential Duties and Responsibilities:

- Team building and coaching site teams to guide in the development and training of Property Managers, Administrative Assistants and Maintenance Staff including REAC, LIHTC, HUD, Rural Development regulations; resident retention practices; reporting; and best industry practices for operating procedures such as rent collections, evictions, accounting, maintenance, and purchasing.
- Review/prepare monthly property summaries including variance reports on income statements, vacancies, accounts receivable and submit them to CEO and lenders and/or investors as required.
- Visit sites on a regular basis to mentor Property Managers and monitor ongoing issues at the properties.
- Write and present status reports to leadership team and Board of Directors.
- Direct staff in preparing for reviews by regulatory agencies, lenders and investors and attend in preparation for these inspections. Review responses to findings or citations and ensure they are submitted to the agencies on time.
- Identify strengths and challenges in each team in order to improve efficiency and effectiveness and foster a professional culture of site offices where staff can accomplish goals and feel good about their contributions.
- Ensure that teams comply with current applicable landlord-tenant law and fair housing law including reasonable accommodation procedures and policy.
- Approval of market rent changes, write-offs and reimbursements.
- Review site budget estimates with the Director of Finance and Asset Management and submit complete budget to CEO for approval.
- Collaborate with the Director of Service Coordination to define and coordinate roles and responsibilities between RSCs and property managers.
- Hire, fire, train, prepare performance reviews of other employees.
- Create, refine and implement operational policies and procedures.

- Work with site staff to address resident complaints.
- Create and monitor budget for the property management division.

Qualifications:

- Minimum of 8-10 years Property Management experience in affordable housing specifically required. Minimum five years' experience supervising site teams of Section 8 and/or LIHTC properties.
- Knowledge of Section 42 low-income housing tax credit, HUD, USDA Rural Development and similar housing programs.
- Strong knowledge of the Fair Housing Act.
- COS and LIHTC certifications a must. REAC, Section 8 and Section 515 experience a plus.
- Bachelor's degree in management/finance or equivalent industry experience.
- Demonstrated leadership skills using performance incentives and team-building strategies.
- This position requires strong written, oral and reading communication skills to accurately obtain, interpret and transcribe complex programs at all levels of the organization.
- Strong computer skills and experience with Yardi, MRI, Boston Post or other industry software applications.

Other Details:

- Salary commensurate with qualifications and experience. Benefits include health, dental, long term disability and life insurance.
- DPM will be located at central office, Swampscott, MA and travel around New England including some overnights. To view our properties please visit our website www.thecalebgroup.org
- To apply send resume to: HRjobs@thecalebgroup.org