

Affordable Housing Regional Manager

Description

Lone Pine Associates Inc is seeking a Regional Manager for a portfolio of multi-family affordable housing projects. The ideal candidate is a self-driven, adaptable individual who demonstrates humility, integrity, and possesses a strong team focus.

The Regional Manager position is primarily responsible for the day-to-day operations of a portfolio of multi-family housing projects and the achievement of basic property operational and supervisory goals. This includes, but is not limited to, occupancy, maintenance, staffing, financial health, accessibility, and program compliance. Additionally, the Regional Manager will be the main point of contact for agencies, owners, and investors.

****Lone Pine Associates Inc is the employing entity for Viridian Management, Inc supervisory staff.****

To apply, please visit <https://recruiting.paylocity.com/recruiting/jobs/All/fbcd3960-acac-402d-81f9-695fe18950de/Lone-Pine-Associates-Inc>.

Viridian Overview:

For over twenty years, the professionals at Viridian Management have been making affordable housing feel like home. Our properties provide residents with a clean, safe and comfortable environment to enjoy with family and friends. We are committed to responding quickly to the diverse needs of our residents and partners and strive to be the most conscientious property management company in the region.

Location: Remote in Western Oregon or Western Washington - travel to properties in your region and to the corporate office will be required.

Job Type: Full-time

Schedule: 40 hours/week / Monday - Friday

Compensation: \$85,000 - 95,000 annual salary DOE

Benefits include:

- Health insurance - two plan options, employee + family coverage is 100% employer-paid
- Dental insurance - employee + family coverage is 100% employer-paid

- Vision insurance - employee + family coverage is 100% employer-paid
- Critical Illness insurance
- Short Term Disability insurance
- Accident insurance
- Hospital insurance
- \$35,000 employer-paid Life insurance plus the option to purchase additional coverage
- Employer-paid Life Flight Membership
- MetLife Pet Insurance
- Aflac
- FSA and Dependent Care FSA or HSA with employer contribution (dependent upon medical plan)
- 401k with 4% employer match
- Paid Time Off (PTO) - accrued at 4.62 hours/biweekly for 40 hour/week employees
- 15 paid holidays per year, including two four-day weekends and your birthday
- Paid bereavement leave
- Paid volunteer days
- Employee Assistance Program

All benefits may be canceled or changed at the discretion of the company, unless otherwise prohibited by law.

Essential Duties and Responsibilities:

Communication

The Regional Manager is the main conduit of information between the corporate staff, site staff, owners, investors, and program agencies. Inspections, audits, staffing, and financial reporting should be coordinated through the Regional Manager.

1. Submit monthly owner reporting after reviewing site narratives for appropriateness.
2. Respond to owner questions and concerns in a timely fashion.
3. Ensure sites are ready for agency, investor or lender audits.
4. Develop responses and action plans for any audit deficiencies noted.

5. Conduct regular communication with site staff through email, phone, and face to face communication. Actively promote and recognize performance.
6. Ensure positive and constructive communication is maintained between site and corporate staff.
7. Ensure communication with vendors is constructive and professional.
8. Review and act on regular internal reporting such as vacancy, accounts receivable, and monthly reporting.
9. Be familiar with the following:
 - a. Lone Pine Associates Employee Handbook and policies
 - b. Landlord-tenant Law
 - c. Fair Housing policies
 - d. Regulations and Occupancy requirements for specific funding sources.
 - e. All federal and state housing handbooks.
10. Understand and utilize key Viridian software such as Paychex, Gmail, Yardi, Kissflow and Concur.
11. When possible, serve on local boards and organizations that support our industry and provide career growth.

Occupancy – Tenant Relations

1. Ensure Viridian processes are followed to ensure vacancies are filled within 45 days of vacancy.
2. Supervise tenant file processing for Move In/Out and Annual Recertification in accordance with Viridian company policy and applicable housing agency requirements.
3. Research local rental market and develop strategies to find and maintain quality tenants.
4. Ensure consistent lease enforcement and management documents as utilized by site staff.
5. Appropriately handle evictions according to company and legal regulations when necessary.
6. Review and approve reasonable accommodations.
7. Review and respond to tenant issues and appeals in a timely fashion.
8. Ensure all regular inspections are conducted by site staff:

- a. Pre-Move Out
 - b. Move Out
 - c. Quarterly
 - d. Safety
- 9. Ensure AFHMP plans are completed and followed as outlined by regulatory agencies.
 - 10. Ensure LEP plans are available and utilized as outlined by regulatory agencies.
 - 11. Ensure rehabilitations and lease ups are fully supported.

Financial Management

- 1. Develop the annual budget and obtain necessary approvals from agencies, owners, investors and lenders within 90 days of year end.
- 2. Ensure the properties are following budgets to achieve financial targets such as return to owner, desired cash flow and tax planning.
- 3. Ensure HUD contract renewals are completed under program guidelines.
- 4. Obtain necessary approvals for expenditures as outlined in agency policies and management and partnership agreements.
- 5. Ensure savings accounts are utilized effectively. This includes tax and insurance and replacements reserves accounts. Both accounts should not be used for general operating expenses unless necessary.
- 6. Develop an action plan for properties with operational issues. Follow up with the property until targets are achieved.
- 7. Complete year reporting within 90 days of year end. Follow up with agencies until closing letters are received.

Staff Management

- 1. Complete staffing plans for each location.
- 2. Conduct pre-employment duties such as advertising, interviewing and reference checks.
- 3. Ensure appropriate new hire paperwork is completed timely and accurately.
- 4. When required, train the site staff at each property. Supervise the completion of their training syllabus.
- 5. Participate in the development of training curriculum for site staff.

6. Perform annual reviews for all staff.
7. Perform performance improvement plans and counseling records as needed.
8. Perform terminations in accordance with company, State and Federal policy.
9. Develop key positions as outlined in the Viridian Site Career Path to assist with portfolio management. Staff should be available to assist with interviewing, training, terminations and inspections.
10. Ensure that site staff adhere to appropriate dress code, identification badge and a professional appearance at all times.
11. Ensure the office is opened on schedule. Approve all changes to site office hours.
12. Supervise all site staff, property activities and daily operations.

Maintenance – Capital Budget

1. Ensure maintenance is conducted in accordance with the Viridian Maintenance Policy Manual.
2. Ensure the property curb appeal is held to a high standard. It should be ready for an outside inspection at all times.
3. Coordinate necessary maintenance contracts such as elevator service, fire extinguisher, fire sprinkler systems and grounds contracts.
4. Ensure documented preventive maintenance plans are in place and implemented throughout the year.
13. Ensure maintenance requests are completed within 3 business days.
14. Ensure capital items are completed as outlined in the approved budget.
15. Open transition plan items are budgeted and completed as cash flow allows.
16. Ensure supplies and vendors are utilized in accordance with Viridian's purchasing policy.
17. Approve all new vendors utilized by sites.
18. Ensure supply and tool sheds are organized and adequately stocked to address common repairs quickly.

Safety - Security

1. Keep office and storage areas in a neat, well-stocked, clean, and organized manner.
2. Ensure the Viridian Safety Manual is available.

3. Ensure an Emergency Action Plan is completed and posted for use.
4. Act as the Incident Commander for all insurance claims. Work with the corporate insurance administrator and follow up with site until claim is closed.
5. Ensure all OSHA requirements are met.
6. Ensure the Global Harmonization System is in place for all supplies stored on location.
7. Ensure Safety Committee recommendations are implemented.
8. Ensure property care and accountability of maintenance equipment owned by the property and/or management company

Desired Qualifications:

1. Bachelor's Degree.
2. Licensed Property Manager.
3. Valid driver's license and insurance.
4. Legally qualified to work in the US.
5. 4 to 6 years' experience with multi-family housing (affordable housing preferred).
6. 3 to 5 years' employment with Viridian Management preferred.
7. 3 to 5 years' direct management experience.
8. Proficient in use of Microsoft Office Suite (Word, Excel), Gmail and Chrome internet browser. Proficient in managing processes through Yardi, KissFlow and Tenant Tech.
9. Ability to mentor new employees.
10. Previous experience as a Senior Site Manager, Compliance Specialist or Senior Property Accountant.
11. Demonstrated ability to multi-task and to supervise site staff teams.
12. Complete knowledge of Viridian policies and funding regulations.
13. Proficient with use of computer, fax, scanner, printer, smartphone and tablets.
14. Ability to type at 60-words per minute.
15. Ability to type in 10-key.

Certifications:

1. HCMR/HOME
2. HCCP
3. C3P
4. Property Management License
5. HUD/RD trainings

To apply, please visit <https://recruiting.paylocity.com/recruiting/jobs/All/fbcd3960-acac-402d-81f9-695fe18950de/Lone-Pine-Associates-Inc>.