



Asset Manager

POSITION DESCRIPTION

JOB CLASSIFICATION:

Exempt

SUPERVISION EXERCISED:

Property and Maintenance Teams

TEAM:

Executive

SUPERVISOR:

COO

DATE:

April 16, 2021

JOB SUMMARY

The Asset Manager is responsible for directing ongoing property management and maintenance functions within the Grand Junction Housing Authority. This includes, but is not limited to, assuring GJHA properties meet high quality standards and operate effectively and efficiently; monitoring property management and maintenance functions to ensure goals and targets are achieved, including marketing, occupancy, compliance, maintenance, and financial expectations. In conjunction with the Eligibility and Vouchers Supervisor, Quality Assurance Specialist, and other team members, the Asset Manager assures all required reports are provided to partners and other regulatory entities. Serves as a primary contact for all compliance issues regarding day-to-day operations of GJHA's multi-family portfolio. The position closely monitors the financial performance of the GJHA maintenance and property functions and works with the Accounting/Finance Department and Vouchers Department regarding financial reporting and budgeting. As a member of the Executive and Leadership Teams, works proactively with Leadership to set and assess the organization's strategic direction and meet goals and objectives.

ESSENTIAL JOB FUNCTIONS

- Manages and directs the activities of the Property Management and Maintenance Teams through appropriate delegation, managerial support, and work supervision; directly supervises the Maintenance Supervisor and Property Managers Supervisor, providing guidance, direction, support, training and, when necessary, discipline.
- Manages and directs the activities of rent collection, vacancy reduction, lease enforcement, unit turn-over and leasing; in conjunction with the Development Team, identifies and assists with capital improvement projects.
- Responsible for ensuring Tenant Screening and Selection is performed in accordance with GJHA policies/procedures and applicable Fair Housing regulations.
- In coordination with the Chief Financial Officer(CFO)/Controller, prepares mandatory quarterly occupancy and management reports for investors in a timely manner.
- Ensures properties are maintained in compliance with all regulatory physical asset standards including HUD Real Estate Assessment Center (REAC) and Housing Quality Standards(HQS).

- Primary communication link with funding partners, investors, lenders and other parties regarding the performance and condition of GJHA held properties.
- Executes first level review and resolves grievances and requested policy exceptions in a timely manner.
- In conjunction with and via leadership of the appropriate Supervisors, provides high quality leadership, direction, evaluation and coaching to Property Management and Maintenance employees in the areas of performance management, problem resolution, planning, and specific work assignments.
- Meets regularly with the Property Management and Maintenance teams to offer support and guidance; analyzes and evaluates reports, audits, and proposals, develops recommendations, and directs the implementation of solutions in a timely manner.
- Monitors Property Management and Maintenance Department operations and procedures; develops and approves recommendations for improving operations and processes; assures the satisfaction of customers in quality and responsiveness of services. Works in conjunction with the agency's Supportive Services Team to assure appropriate communication and decision-making systems are in place and working effectively to the benefit of residents, clients and GJHA.
- In collaboration with the Chief Operating Officer, develops, evaluates and implements Department goals, objectives, policies and procedures; ensures Department's activities are in compliance with all laws, policies, regulations and goals.
- Encourages and facilitates collaboration across Supportive Services, Vouchers, Properties and Maintenance Departments to achieve organization wide Asset Management.
- Assists in establishing annual operating and capital budgets for each property.
- Monitors budget and expenditures for GJHA multi-family properties,
- Coordinates information and assures effective communications between GJHA and partner organizations.
- Analyzes the rental market on a continual basis; reviews and recommends marketing plans and rent levels as appropriate.
- Oversees appropriate property inspection activities and, in conjunction with the CFO/Controller and Executive Team, internal compliance audits/quality control (including tenant file review/sampling) to ensure regulatory compliance.
- Ensures timely and accurate reporting of tenant information to CHFA and HUD as required.
- In coordination with the COO and appropriate Supervisors, evaluates subordinate employee performance at least annually and recommends staff assignments, hiring decisions, compensation levels, commendations, or corrective action
- Provides suggestions to improve or enhance GJHA properties and programs to better serve tenants and the community.
- Performs other duties as assigned.

ADDITIONAL JOB FUNCTIONS

- Maintains the utmost confidentiality of all applicant and tenant information.
- Promotes GJHA properties and services to the public and other community organizations in a positive and professional manner.

- Establishes and maintains a cohesive and mutually supportive work environment throughout the Property Management and Maintenance Teams.
- Communicates and immediately reports to the Executive Team any matters regarding liability or risk.
- Must treat all people with respect and work with integrity and professional ethics, upholding the agency's values and mission and represent the agency in a positive, professional and ethical manner at all times. This specifically includes abiding by the Employee Handbook.
- Adapts well to change in the work environment. Must work with frequent interruptions and respond calmly and professionally to emergency situations. Provides high quality services to a culturally diverse population. Must be respectful and professional at all times.
- Uses a time management system and other organizational calendaring and communication tools set up by the GJHA.
- Establishes and maintains effective working relationships with other employees and community agencies and works in a team environment placing the interests of the team above their own.
- Plans, prioritizes and assigns tasks and projects as appropriate.
- Meets deadlines as assigned and demonstrates excellent attention to detail
- Supports the relationship between GJHA and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and GJHA staff.
- Performs other duties as assigned and complies with all provisions of the employee handbook.

MINIMUM QUALIFICATIONS /SKILLS NEEDED

- Bachelor's Degree in business or related field or 3 to 5 years' progressive experience in housing and/or property management.
- Work under pressure of deadlines with frequent interruptions.
- Adapt well to change in the work environment.
- Must respond calmly and professionally to emergency situations.
- Make rational and appropriate decisions and be able to write clearly and professionally.
- Excellent organizational skills, exercise independent judgment and work with limited supervision.
- Must have or acquire working knowledge of the following within six months of date of hire:
 - Housing management and occupancy issues and requirements
 - The Low-Income Housing Tax Credit programs
 - HUD Multi-Family Programs
 - Fair Housing/Reasonable Accommodations
 - Marketing strategies and processes
 - Basic principles, practices, and techniques of residential property management
 - Techniques and practices for efficient and cost-effective management of allocated resources
 - Effective and legally compliant supervisory, human resources and personnel management practices
 - Budgeting and basic accounting systems, including ability to read and analyze financial statements
 - Principles of record keeping and records management
 - Intermediate level computer applications including HAB and spreadsheet software applications

- Skill in:
 - Understanding, interpreting and applying relevant standards and procedures regarding applicable federal, state and local regulations
 - Supervising staff, delegating tasks and authority, and coaching to improve staff performance
 - Assessing and prioritizing multiple tasks, projects and demands
 - Effective communication, both verbal and written
 - Interacting with people of different social, economic, and ethnic backgrounds with patience and professionalism.
- Requires a valid Colorado Driver's License and the ability to be insured at standard rates.
- Satisfactory criminal background check and drug screening is required.

Employee Name (Print)

Employee Signature

Date