



## NORTHERN CALIFORNIA LAND TRUST Position Announcement Director of Property Management

**SALARY:** FT salary range of \$83,0493 - \$93,000 depending on experience

**BENEFITS:** NCLT offers a competitive package of benefits for all staff including opportunities for professional development and cross training, sick/vacation/family leave, flexible work hours and location, health benefits, SIMPLE IRA matching retirement plan, and a sabbatical program every 5 years.

**TO APPLY:** Please submit a resume and letter of interest to [jobs@nclt.org](mailto:jobs@nclt.org) no later than Monday, 12/6/21. We anticipate filling the position 12/20/21. Details at <https://nclt.org/jobs>. Applicants selected for an interview will be asked for 3 professional references.

**HOURS:** Full time 35-40 hours

**OVERVIEW OF POSITION:** The Director of Property Management leads team of 2 to 3 staff to ensure the well-being of NCLT's 70 units of permanently affordable rental housing (and 4 units of commercial space) and residents, with differing degrees of resident involvement. This position reports to the Executive Director, and is a member of the senior leadership team. This position is responsible for developing/controlling property level budgets, developing/ implementing Property Management policies and procedures, assisting in obtaining funds/grants, and coordinating/integrating the property management program with others in the organization (e.g. Project Management team for rehabs). Directs efforts to ensure property compliance with lenders', investors' & regulatory entities' requirements (such as rent board). Directs programs to develop and train site & off-site staff. This position also collaborates in developing & implementing short and long-range plans to take advantage of refinance/rehab opportunities and to ensure physical maintenance of properties.

**DESIRED EXPERIENCE/SKILLS:**

- 5+ experience in property management, preferably for affordable housing developments in increasingly responsible roles
- Experience interacting with residents of diverse backgrounds.
- Working proficiency in Spanish highly preferred.
- Experience supervising & collaborating with property and asset management staff, resident management staff and vendors.
- Experience developing and controlling property level budgets and project compliance data.

- Ability to work well in interdisciplinary teams and provide mutual support to project development, stewardship, and education staff.
- Ability to adapt to dynamic situations and to skillfully shift priorities to respond to urgent situations.
- Detail oriented, including experience with record-keeping, using databases, spreadsheets & electronic filing systems.

## **SCOPE OF WORK:**

Supervisory responsibilities (and directly doing when necessity/urgency demands):

- Supervise annual income verification process and maintenance of applicant and resident files / databases;
- Coordinating tenant noticing (e.g. preparing actual notices for mailings, and ensuring they are mailed in time by maintenance firm). Posting notices to enter (etc.) on short notices when needed (when there is less than 6 days advance warning).
- Supervise property manager, Assistant PM and resident relations staff, resident staff and outside PM maintenance firm.

Resident Relations & Leasing:

- Handle unit turnovers including: inspecting unit with maintenance firm to determine scope of repairs needed for the turn; coordinating with asset manager & other staff to ensure accurate setting of new rent & any occupancy requirements; managing the outreach, marketing and advertising process; reviewing & ranking tenant applications & collaborating with staff in selecting new tenants; preparing and executing new lease with tenant; conducting move-in and move-out inspections with tenants, and coordinating with bookkeeper for receipt & return of security deposits and rents.
- Conducting periodic reviews of leases to ensure lease agreements include all up-to-date and legally required disclosures etc.
- Manage & track all resident communications (emails, calls, texts in a shared database), with particular detail for communications related to conflicts (keeping detailed logs when necessary); and coordinating with the Resident Advocate, anticipate and respond early to conflicts; encourage & arrange mediation where needed.
- Collaborate with NCLT staff for resident engagement during info sessions, etc.
- Give occasional trainings to NCLT homeowners (and potential groups) on property maintenance, as part of NCLT's co-op and HOA trainings.

Compliance/Reporting & Asset Management

- Ensure NCLT's compliance with the Housing Authorities' and Rent Boards' requirements (annual unit inspections, contract documents, annual certifications/licenses etc.).
- Support project development and finance team to maintain/update monitoring system for corporate filings, reporting, compliance with, for example, annual housing safety inspections (including preparing with pre-inspections), rent board registrations, etc.;
- Work closely with finance staff to Maintain/update and revise property level annual budgets and income/expense statements.

- Coordinate vendors for various inspections & reports; coordinate & be present for City/Agency inspections (for permits, for various compliance issues, e.g. Housing Safety, Elevated Elements, Section 8 etc.); complete or ensure completion of property management reports for all rental properties.

#### Property maintenance & Long term planning:

- Oversee maintenance needs of properties: confirming/approving of tenant repair requests to maintenance company; reviewing maintenance company's monthly invoices for accuracy, and highlighting/categorizing capital improvements for bookkeeper & asset manager; tracking all repairs and capital improvements in database.
- Coordinate closely with Asset Manager to conduct periodic needs' assessments of properties and to prepare for rehabs where needed (e.g. providing/analyzing the detailed maintenance & improvements logs).

#### Rent collection

- Receive and log incoming rents and payments; enforce collection of rents (issue late notices etc.), and work out payment plans with tenants where feasible.
- Coordinate with Housing Authorities for HAP payment adjustments when section 8 tenants' incomes change.
- Enter into new HAP contracts (including unit prep) for new section 8 tenants.

**About NCLT:** Founded in 1973 and headquartered in Berkeley, the Northern California Land Trust is a Community Land Trust (CLT) that develops affordable housing and community facilities in the Community Land Trust model. California's oldest community land trust, NCLT is a small but complex non-profit organization that bridges community driven real estate development, social finance, technical assistance with direct service and housing for our residents, community members and a broad range of coalition partners. <https://nclt.org>

**Equal Opportunity Employer:** As an organization committed to community led solutions to housing justice and racial equality NCLT provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, along with any and all of other characteristics that make us all unique. We help put this commitment to diversity, equity and inclusion in practice through professional training, flexible work hours, benefits and support for a healthy work-life-family balance.