



FRANKLIN COUNTY REGIONAL HOUSING & REDEVELOPMENT AUTHORITY

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Director of Property Management

The Franklin County Regional Housing and Redevelopment Authority (HRA) serves the housing and community development needs of the twenty-six towns of Franklin County, Massachusetts. We work with residents to successfully access a wide variety of housing resources. We also work with the municipalities of Franklin County to apply for and administer grant funding for various infrastructure and community development projects.

Position Overview: The Director of Property Management oversees and administers the operations of all state-assisted public housing owned by HRA and other public and private affordable properties managed by HRA under contract with other entities. The Director manages and monitors all programs, budgets, contracts, and contracted services related to rental property management, as well as assists the Modernization and Maintenance Coordinator with management of capital planning and maintenance operations. The Director supervises the Property Managers and Property Management Assistant. The Director is an experienced administrator and property manager who has proven knowledge of applicable laws and regulations governing public and private housing and property management practices, understanding of complex and interrelated real estate ownership structures, and proven knowledge of allocating resources among a portfolio of properties for capital improvements and expenditures.

Job Class: Full-time (37.5 hours per week), Exempt

Supervision Received: Reports to the Executive Director.

Supervision Given: Supervises Property Managers, Property Management Assistant, and the Modernization and Maintenance Coordinator (MMC). In the MMC's absence, the incumbent provides supervision to the Maintenance Mechanics and Custodian.

Principal Duties

Property Management:

1. Oversee administration, management, and contract compliance of all HRA-owned developments and other properties the HRA manages under contract.
2. Supervise and assist Property Managers in ongoing compliance, vacancies, and management issues.
3. Create and maintain records for the portfolio of private properties. Update records quarterly to assure ongoing compliance.
4. Draft and recommend to Executive Director necessary policies and procedures to improve or keep current the Authority's property management operations. Implement Board-approved additions or changes to HRA management policies and procedures.
5. Request annual rent increases for each property with monitoring agencies' approval.

6. Review monthly tenant accounts receivable report and distribute to Property Managers. Follow up with proper notice to quit procedures.
7. Review all eviction cases of cause and participate in legal proceedings when managerial attendance is advised.
8. Assist in the acquisition and disposition of property.
9. Review, process and approve all property management invoices for finance review.
10. Maintain contact with vendors and research appropriate markets to monitor current market price trends, market conditions, new products, and service enhancement strategies.
11. Negotiate with vendors and other representatives regarding price changes, discounts, delivery services, and annual service contracts.

Compliance and Reporting:

1. Prepare and submit all monthly, quarterly, and annual compliance reporting, including but not limited to the Executive Office of Housing and Livable Communities, Spectrum, Massachusetts Housing Partnership, Massachusetts Housing Investment Corporation and/or other investors, Federal Home Loan Bank, and FinePoint Associates.
2. Work directly with monitoring agencies to ensure all forms and report formats are updated within guidelines.
3. Attend appropriate federal, state, quasi-public, private, and local housing meetings and be primary contact person with state program representatives as well as entities to which the HRA provides property management services under contract.
4. With the assistance of the Modernization and Maintenance Coordinator, maintain a record of all departmental procurement activities.

Departmental Leadership:

1. Conduct reviews, studies, and evaluations of management operations and standards, and develop recommendations for improvement of departmental performance.
2. Manage the operational and fiscal activities of the department, including staffing levels, budgets and financial goals.
3. Recruit, manage, develop and evaluate staff by providing timely mentoring, training and performance management. Monitor staff performance to ensure professional conduct with tenants and other staff and consistency with HRA policy.
4. Attend HRA Board meetings as needed and provide timely written reports to support Board committees focusing on management section matters when necessary.
5. Perform other duties as required and as assigned by the Executive Director.

General Responsibilities:

1. HRA is a public agency operating for the benefit of all citizens. Personnel shall conduct themselves in a manner respectful of all clients and shall adhere to HRA's mission and goals. Personnel shall act in such a way as to create a positive image of the Agency.
2. Personnel will act in a professional manner while relating to HRA staff, clients and business contacts seeking to resolve differences or complaints through appropriate agency procedures.

3. All personnel are responsible for adherence to HRA personnel policies, including the prevention of conflict of interest, misuse of funds, or abuse of trust and are responsible for reporting known misconduct to an Executive officer.
4. All personnel shall respect the legal and moral rights and privacy of confidential information due to all clients and are responsible for upholding HRA's affirmative action policies.

Minimum Qualifications:

1. Bachelor's Degree in business, real estate development, or a related field, with sufficient experience to provide strong leadership in property management practices and techniques.
2. Minimum of three (3) years of direct supervisory experience.
3. Minimum of three (3) years working in property management, asset management, publicly funded housing, and/or related programs.
4. Thorough knowledge of property management principles, practices, and procedures, including landlord/tenant practices and laws in Massachusetts.
5. Proven track record of success in management of affordable and subsidized multifamily rental properties, including good record of tenant relations.
6. Possession of a valid driver's license, good driving record and access to reliable transportation.
7. Ability and willingness to drive to properties across Franklin County on a regular basis, including responding to occasional property and/or tenant emergencies outside of regular office hours on nights and weekends, not including scheduled vacations.
8. Physical ability to visually assess and physically inspect all floors of multi-story properties without elevator.

Additional Qualifications:

1. Experience managing properties funded through some or all of the following programs: Massachusetts state-assisted public housing, HUD Section 8 Housing Choice Vouchers, federal Low Income Housing Tax Credits (LIHTC), and HUD HOME program.
2. Must obtain Public Housing Manager Certification and complete LIHTC Compliance training within 12 months of hire.
3. Excellent planning and organizational skills; ability to multitask and shift priorities, deadlines, and workloads quickly and frequently; ability to analyze complex situations and problems and develop solutions.
4. Strong computer skills, including but not limited to use of spreadsheets and proprietary software.
5. Ability to communicate clearly and effectively, both orally and in writing, including the development and preparation of narrative and technical reports.

Salary Grade: 14

Salary and benefits are according to Board approved personnel policies and budgets. HRA is an Equal Opportunity/Affirmative Action Employer. *Board Approved 11/4/2019, Vote#: 17-369; Revision: 3/9/2020 Vote#: 17-409; Revision: 6/26/2023, Vote #17-4384* Estimated compensation is \$83,000-\$103,000/yr.