

Hope Communities, Inc.

Job Description

Job Title: Director of Housing
Department: Properties
Reports To: President and CEO
FLSA Status: Exempt

POSITION SUMMARY

The Director of Housing oversees the facilities and operations of the residential and commercial properties owned and managed by Hope Communities. [Hope Communities](#) owns and operates 278 affordable rental units across the Denver Metro region. The Director of Housing supervises property managers and is a member of the Executive Management Team, assisting with strategic planning, budget preparation, policy development and oversight. The Director of Housing will be committed to, and representative of, the mission of the organization in performing all the essential functions of the position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Ensures safety and viability of all properties owned and/or managed by Hope Communities. In conjunction with the CEO, details the extent and type of use for all Hope properties.
- Facilitates the creation of budgets for all the properties, monitors the budgets, and provides monthly reports of all revenues and expenditures.
- Oversees and approves capital expenditures, improvements, or replacements including the bid process, inspections, and final approval as allowed through the annual budget and indicated in the authority matrix which is approved by the CEO and board each year.
- Manages service contracts for properties within the parameters of the authority matrix approved by the board.
- Works in conjunction with key staff to create/update an approved vendor list by January 1 each year.
- In conjunction with the CEO/President, sets schedules and hours of operation including the assignment of emergency maintenance responsibilities (in conjunction with community managers) monthly.
- Performs weekly inspections of the properties and meets with property staff to ensure safety, cleanliness, compliance, environmental and service standards, and marketability.
- Provides coaching and oversight for the Property/Community Managers to ensure compliance with all regulatory agencies with whom the organization has reporting requirements.
- The Director of Housing is the first point of contact for leasing commitments for the commercial properties managed and owned by Hope Communities.
- Works with the CEO/President, with feedback from the board, to approve leases and conditions for commercial property contracts.
- Participates and represents Hope in the HOA boards connected with commercial and residential properties.
- Monitors, assesses and makes recommendations for capital improvement and deferred maintenance projects for each property, updating the plan annually.
- Works with the CEO/President to research and assess the viability of potential expansion projects.
- Works to meet risk management requirements and safety compliance for the organization. Works with the Manager of Administration and CEO to ensure appropriate insurance coverage for all properties and programs on those properties.

OTHER DUTIES AND RESPONSIBILITIES

- Represents Hope Communities within the larger community and supports Hope Communities' events.
- Participates in a bi-weekly executive management team meeting and all staff meetings required.
- Demonstrates the core values of the organization in all that is required in the position and ensures adherence to the mission and core values of the organization with all employees.
- Attends training to stay current with affordable housing procedures.
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position is responsible for the supervision of Property/Community Managers. The Director of Housing works cooperatively and collaboratively with the Controller, the Programs Team, and to a small degree, with the Communications team.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

- Possesses strong knowledge of the administrative policies, and affordable housing regulations, as well as knowledge of the numerous housing programs with which each property is involved.
- Understanding of major facility/property operational systems and steps required to address problems with property staff and external contractors. Thorough understanding of maintenance, physical plant systems, and inspection requirements for facilities.
- Knowledge of regulations pertaining to affordable housing, HOME Units, LIHTC, and related programs.
- Understanding of compliance requirements related to fair housing, legal notices, and accepted protocols for effectively maintaining affordable housing properties.
- Proficiency with Yardi Voyager, the property management software highly preferred.
- Ability to prepare and maintain reports and communicate effectively - verbally and in writing.
- Ability to use conflict resolution skills both with residents and staff members.
- Ability to analyze, explain, and follow site budgets, both operating and capital. Proven capacity for cost containment as needed.
- Proficiency with Microsoft Office programs.
- Possesses a valid Colorado driver's license; has a reliable and consistently available vehicle and can regularly travel by way of interstate highways and primary and secondary roads in the Denver metro area.

EDUCATION and/or EXPERIENCE

A minimum of seven years related experience and/or training or equivalent combination of education and experience. Must have a minimum of five years of experience in affordable housing at the management level. A thorough knowledge of compliance requirements is required. Bachelor's degree preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret complex documents in English. Ability to respond effectively to sensitive inquiries or complaints. Ability to make effective and persuasive speeches and presentations.

CERTIFICATES, LICENSES, CERTIFICATIONS

None required.

OTHER

- Equipment used to include but not limited to all office equipment, computer, fax machine, calculator, copy machine, scanner, and telephone system.
- Access: Stairs or elevator
- Travel: Occasional travel within the Denver metro area.

COMPENSATION

Hope offers fully paid health insurance and a monthly stipend for a family health insurance plan. The organization also offers fully paid dental, life, short-term, and long-term disability plans. Employees receive accrued vacation and sick time, thirteen paid holidays, and eight hours of paid volunteer time annually.

Salary will be dependent on the extent of skills and relevant experience. Salary Range: \$80,000 - \$92,000