HOUSING OPPORTUNITIES of SW Washington

Connecting people to homes, hope and opportunity. ***Jennifer Westerman, CEO***

POSITION TITLE:	**Director of Property Operations and Asset Management**
DEPARTMENT:	**Executive**
SUPERVISOR:	**CEO**
SALARY:	**Grade R, $95,395.36 - $113,907.05 /Year**
FLSA STATUS:	**Exempt**
HOURS:	**8:00-5:00 Monday-Friday, Flexible**
LOCATION:	**Longview, WA**

POSITION OVERVIEW:

The Director of Property Operations and Asset Management is an executive leadership position responsible for the overall performance, operation, maintenance, compliance, and long-term success of the Housing Authority's real estate portfolio. The position provides strategic leadership and direct oversight of all property management and maintenance functions while ensuring agency-owned and managed assets remain financially sound, physically well-maintained, fully compliant with applicable program requirements, and aligned with the organization's mission and strategic goals.

Reporting directly to the Chief Executive Officer, the Director leads portfolio-wide property operations across a variety of affordable housing programs and funding sources. The position is responsible for establishing operational standards, overseeing maintenance services, monitoring property performance, ensuring regulatory compliance, and maintaining high-quality housing for residents. The Director provides executive oversight of agency responses to funder inspections, audits, management reviews, and other compliance monitoring activities, ensuring corrective actions are implemented and properties consistently meet performance expectations.

In addition to operational leadership, the Director oversees key asset management functions designed to preserve and enhance the long-term value of the portfolio. These responsibilities include evaluating financial and operational performance, directing long-range capital planning efforts, supporting financing and refinancing opportunities, assessing portfolio risks, and recommending strategies that strengthen the sustainability and value of Housing Authority assets.

The Director serves as the agency's senior leader for property management, maintenance, and portfolio compliance activities and works closely with finance, development, compliance, and resident services staff to align operational excellence with long-term organizational objectives. The position is accountable for ensuring properties remain financially viable, physically maintained, regulatory compliant, and responsive to resident needs.

This position requires strong leadership, sound judgment, expertise in affordable housing operations, maintenance management, regulatory compliance, financial analysis, and property performance management. The successful candidate will possess the ability to balance day-to-day operational leadership with long-term portfolio planning, ensuring Housing Authority properties remain safe, high-performing, compliant, and positioned for future success.

JOB DUTY OUTLINE:

1. Asset Management and Portfolio Strategy:
    a. Develop and implement comprehensive asset management strategies that preserve and enhance the long-term value and sustainability of the agency's housing portfolio.
    b. Monitor financial, operational, and physical performance of all properties through key performance indicators, benchmarking, trend analysis, and portfolio reviews.
    c. Analyze occupancy levels, operating expenses, rental revenue, reserve balances, maintenance costs, and net operating income to identify opportunities for improvement.
    d. Develop recommendations for improving property performance and maximizing organizational resources.
    e. Identify underperforming assets and develop corrective action plans to improve financial and operational outcomes.
    f. Lead long-range portfolio planning efforts including preservation, repositioning, rehabilitation, redevelopment, acquisition, and disposition strategies.
    g. Collaborate with other executive leadership members on strategic planning initiatives related to housing operations and portfolio growth.
    h. Participate in due diligence activities related to acquisitions, rehabilitation projects, and new development initiatives as assigned.
    i. Coordinate transitions between development activities and ongoing property operations.
2. Property Management Operations
    a. Direct and oversee all property management activities throughout the agency's housing portfolio.
    b. Establish operational standards, performance expectations, and best practices for property management staff.
    c. Ensure effective management of occupancy, leasing, rent collections, vacancy reduction efforts, unit turnover, resident retention, and customer service functions.
    d. Monitor property performance metrics and establish goals related to occupancy, delinquency, lease compliance, turnover times, and resident satisfaction.
    e. Review operational reports and implement corrective action when performance objectives are not achieved.
    f. Ensure properties are operated in a manner that protects agency assets while providing safe, quality housing for residents.
    g. Oversee implementation of marketing and lease-up strategies for new and existing properties.
    h. Respond to complex resident, operational, legal, or community concerns requiring executive-level involvement.

i. Conduct regular site visits and property inspections to assess operations, physical conditions, curb appeal, and overall performance.

3. Maintenance Operations and Asset Preservation
   a. Provide leadership and oversight of all maintenance operations.
   b. Establish maintenance performance standards and monitor outcomes to ensure consistency and efficiency.
   c. Develop and implement preventative maintenance programs that support long-term asset preservation.
   d. Monitor maintenance costs and identify opportunities to improve efficiency and resource allocation.
   e. Ensure agency properties meet health, safety, accessibility, and habitability standards.
   f. Oversee maintenance readiness for NSPIRE inspections and other physical inspection requirements.
   g. Ensure emergency preparedness and response plans are implemented and maintained.
4. Capital Planning and Rehabilitation
   a. Develop and maintain long-term capital improvement plans for all agency-owned assets.
   b. Monitor replacement reserve needs and capital funding requirements.
   c. Utilize Capital Needs Assessments and building condition data to prioritize projects and investments.
   d. Develop scopes of work, cost estimates, schedules, and implementation strategies for capital projects.
   e. Oversee rehabilitation, modernization, preservation, and major repair initiatives.
   f. Coordinate consultant, architect, engineer, and contractor activities associated with capital projects.
   g. Monitor project budgets, schedules, contract compliance, and overall project performance.
   h. Ensure capital investments align with agency objectives and long-term asset preservation goals.
5. Financial Management and Budget Oversight
   a. Lead preparation of annual operating budgets for property management and maintenance operations.
   b. Monitor property and department budgets throughout the fiscal year.
   c. Analyze financial reports and recommend corrective actions when operating results differ from projections.
   d. Review revenue performance, controllable expenses, reserves, and capital expenditures.
   e. Identify opportunities to improve operational efficiency and financial performance.
   f. Evaluate contracts, service agreements, and vendor relationships to ensure cost-effective operations.
   g. Support organizational efforts to secure funding necessary for property preservation and portfolio sustainability.
   h. Ensure responsible stewardship of organizational resources and public funds.
6. Leadership and Staff Development

a. Provide leadership, supervision, mentoring, coaching, and professional development for property management and maintenance staff.
b. Establish performance expectations and accountability measures for direct reports.
c. Conduct employee evaluations and implement performance improvement plans as necessary.
d. Promote a culture of customer service, accountability, teamwork, professionalism, and continuous improvement.
e. Assess staffing needs and recommend organizational changes to improve operational effectiveness.
f. Support succession planning and workforce development initiatives.
g. Ensure adherence to agency policies, procedures, and workplace safety requirements.

7. Collaboration and Organizational Leadership
   a. Serve as a member of the executive leadership team and participate in organizational planning and decision-making.
   b. Collaborate with Finance, Compliance, Development, and Supportive Services staff to support organizational goals.
   c. Support compliance personnel in resolving operational issues identified through audits, inspections, or monitoring activities.
   d. Work closely with development staff regarding new construction, rehabilitation projects, and property transitions.
   e. Develop reports, presentations, analyses, and recommendations for executive leadership and the Board of Commissioners.
   f. Represent the agency in meetings with regulatory agencies, lenders, investors, contractors, consultants, community partners, and industry organizations.
   g. Maintain awareness of emerging trends, best practices, and regulatory changes affecting affordable housing and asset management.
8. Perform other duties as assigned.

SKILLS AND ABILITIES

1. Comprehensive knowledge of affordable housing property management, maintenance operations, asset management principles, and portfolio performance analysis.
2. Knowledge of HUD, LIHTC, USDA Rural Development, HOME, Housing Trust Fund, Project-Based Voucher, and other affordable housing programs.
3. Knowledge of real estate finance, budgeting, capital planning, reserve analysis, and property operations.
4. Strong understanding of building systems, maintenance operations, and asset preservation strategies.
5. Demonstrated ability to analyze financial and operational data and develop effective solutions.
6. Excellent leadership, supervisory, and organizational skills.
7. Ability to manage multiple priorities and complex projects simultaneously.
8. Strong verbal and written communication skills.

9. Ability to build collaborative relationships with staff, residents, contractors, funding partners, elected officials, and community stakeholders.
10. Proficiency in Microsoft Office, Yardi, and other property management software systems.

QUALIFICATIONS (Education/Experience):

1. Education: Bachelor's degree in Business Administration, Public Administration, Real Estate, Finance, Housing, Construction Management, Property Management, or related field. Equivalent combinations of education and experience may be considered.
2. Experience: Minimum five (5) years of progressively responsible experience in affordable housing, asset management, property management, housing operations, real estate management, or a related field.
3. Experience: Minimum three (3) years of supervisory or management experience.
4. Experience: A minimum of one year's experience of overseeing maintenance operations, portfolio performance, capital planning, rehabilitation projects, or multifamily housing operations is highly preferred.
5. Knowledge of the laws and regulations governing public agency real estate management including LIHTC, USDA RD, HOME, HUD Section 8.
6. Knowledge of general real estate laws, economics, finance, and procedures.
7. General knowledge of business-related theories and practices including economics, finance, accounting, law, project management, etc.
8. Certification in one or more of the following is preferred: CPM (Certified Property Manager); HCCP (Housing Credit Certified Professional); TCS (Tax Credit Specialist); NAHP (National Affordable Housing Management Association); or other similar designations that are job relevant.
9. Must have a valid Washington State Motor Vehicle Operators License with fully insurable driving record and current auto insurance.
10. Must pass a background check.
11. Must be eligible to work in the United States.

BENEFITS DESCRIPTION:

HOSWWA offers employees and their eligible family members the option to enroll in medical, dental, vision, and/or supplemental life insurance. Employees are also covered by Basic Life and Accidental Death and Dismemberment and Long-Term Disability insurance.

All HOSWWA employees are members of the Public Employees Retirement System (PERS) administered by the Washington State Department of Retirement Systems (DRS). Employees may also contribute funds to Deferred Compensation Program (DCP), a 457(b) supplemental retirement savings plan run by the DRS.

Employees receive 14 paid holidays per year, paid sick leave accrual at a rate of 8 hours per month, and, following 90 days' orientation, paid annual leave starting at 56 hours per year.

Other benefits include an Employee Assistance Program (EAP) and access to student loan forgiveness through Public Service Loan Forgiveness (PSLF).

WORKING ENVIRONMENT:
This position incumbent primarily works in a stressful office environment. Work outside the office includes site visits and meetings with staff, the public, residents, and contractors. The incumbent works with a wide range of people, some of which are under extreme stress and may exhibit behavior which can be stressful.

PHYSICAL: Must be capable of performing normal office functions; ability to perform inspections; ability to attend meetings throughout the communities served; ability to travel by auto and plane as required in the performance of the job. This position requires a limited amount of lifting, bending, or working in tiring positions.

MENTAL: In addition to the mental skills required to understand policies, procedures and practices, the incumbent must be capable of maintaining a composed, professional attitude under pressure from applicants, tenants, employees, and the public. Incumbent must be capable of resolving complex operating problems, analyzing varied procedures and methods; supervising and leading employees and working effectively with others. In addition, incumbent must be able to maintain strict privacy of information provided to HOSWWA by persons who apply for and/or participate in assistance programs administered by HOSWWA.

EQUAL OPPORTUNITY EMPLOYER:
All qualified applicants are welcome without regard to gender, gender identity or gender expression, sexual orientation, race, ethnicity, or cultural identity, national origin, religion, age, veteran status, genetics, or disability. We encourage minorities, LGBTQ, veterans, and individuals with disabilities to apply.

ORGANIZATION CHARACTERISTICS:
Housing Opportunities of SW Washington is a public organization created under the Housing Authorities Law of the State of Washington. Created in 1976, the Authority's jurisdiction of responsibility includes: Cowlitz, Lewis, Pacific and Wahkiakum Counties. HOSWWA administers various federal housing programs, locally owned properties, and Section 8 Housing Assistance Payments Programs. It also owns and manages federally funded USDA Rural Rental Multi-Family Housing, and operates several programs designed to expand affordable housing opportunities.