



Job Description

JOB TITLE	District Manager - Operations	JOB LEVEL:	
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PURPOSE / MISSION (Job Summary)
The District Manager - Operations is responsible for property management operations of PA/DE portfolio. Ensures compliance with all LIHTC Affordable Housing requirements as well as other requirements imposed by sponsors, programs, lenders, and funding sources of CPM and/or its respective related entities.

DIMENSIONS	
Reports to:	Vice President of Property Management
Division/Department:	Columbus Property Management
Leadership / Supervisory Responsibility (i.e., # of employees supervising & job title(s) of direct reports):	Property Management Staff
Level:	Click or tap here to enter text.

ESSENTIAL FUNCTIONS		
(In order of importance, indicate the essential functions of the position and the percentage of time dedicated to each function.)		
Importance	Major Action and Support Actions	% of Time (must equal 100%)
1.	Develop, implement, and monitor effective programs designed to provide the appropriate level of customer service at each of the assigned communities consistent with CPM policies and standards.	4%
2.	Resolve employee relation issues and provide developmental support to subordinates via coaching, counselling, and training. Identify succession candidates and design career development plans as appropriate.	4%
3.	Manage continuous improvement efforts within by identifying and implementing initiatives to improve the overall maintenance operation at each of the assigned communities and the portfolio overall.	4%
4.	Manage customer service and workflow issues at the community or portfolio level through analysis of data available in Yardi. Identify solutions to customer service and workflow challenges and monitor the effectiveness of implemented solutions.	4%
5.	Manage the communication of information top down and bottom up to ensure that corporate and on-site personnel are aware of operations issues.	4%
6.	Conduct regular property inspections.	4%
7.	Oversee daily activities of property managers.	4%
8.	Collect weekly and monthly reports from managers and make sure that reports are accurate and submitted in a timely manner.	4%
9.	Review delinquency/prepaid report balances are accurate and make certain that property managers are diligent about pursuing delinquent balances.	4%

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10.	Review Yardi reports to confirm the timely processing of recertifications.	4%
11.	Review Yardi reports to confirm the proper posting of all HAP monies.	4%
12.	Manage site staff's hours.	4%
13.	Maintain copies of all reports in a neat and organized manner.	4%
14.	Monitor resident move-ins and move outs.	4%
15.	Oversight of all leasing and marketing efforts across the portfolio.	4%
16.	Monitor vacancy levels across the portfolio and take proactive measures to maintain full occupancy.	4%
17.	Manage unit turnovers to make sure they are being done in agreement with the turn schedule.	4%
18.	Oversight and responsibility for all initial lease ups and related marketing.	4%
19.	Maintain all property certifications and licenses.	4%
20.	Review financial reports including monthly variance reports.	4%
21.	Monitor monthly financial reports to identify any increases in accounts receivables.	4%
22.	Coordinate with District Manager - Facilities to ensure timely attention and repair of all property violation notices.	4%
23.	Assist Community Managers with the preparation of accurate annual operating budgets.	4%
24.	Monitor income and expenses in relation to approved operating budgets. Take necessary steps to ensure that sites stay within budget.	4%
25.	Correspond with tenants and resolve issues as they arise in a timely manner.	2%
26.	Conduct training of property managers as needed.	2%

DECISION-MAKING: What type of decisions does this job regularly make?

Select one by clicking the most appropriate box.

<input type="checkbox"/> Strategic	Decisions affect the long-term direction and policy of the entire company. These decisions affect the short-term and long-term performance of Mission First. Strategic decisions are high-risk because their outcomes are largely unknown and have a huge impact. These types of decisions are usually made at the top level of a company. Examples are: new services, acquisitions.
<input checked="" type="checkbox"/> Tactical	Decisions focus on intermediate-term issues. The purpose of decisions made at this level is to help move Mission First closer to reaching the strategic goal. Outcomes are predictable. After a decision is made by Top Management or Board of Directors, the next phase is to take the steps needed to implement it. Examples are: The amount of money required to implement, which advertising agency to promote a new service or to provide an incentive plan to employees to encourage increased revenue.

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<input type="checkbox"/> Operational	Decisions focus on day-to-day activities within the company. Decisions made at this level help to ensure that daily activities proceed smoothly and therefore help to move the company toward reaching strategic goals. They have short term consequences. Examples are: Handling employee conflicts, purchasing materials needed for operations.
<input type="checkbox"/> Standard	These decisions are those that are repetitive decisions on a recurring basis and are commonly related to daily activities. They are relatively simple, relying on historical data and previous solutions. Examples are: reordering of standard office supplies, handling transactions and handling a step in a property management or property development process.

QUALIFICATIONS (including competencies, skills, knowledge, certifications)		
(List the MINIMUM qualifications required to perform the essential functions of the position.)		
Criteria	Aspect	Description
Profile / Qualifications	Minimum education	<input type="checkbox"/> High School Diploma or GED <input type="checkbox"/> Associates Degree <input checked="" type="checkbox"/> Bachelor's Degree <input type="checkbox"/> Master's Degree <input type="checkbox"/> J.D. Degree Please note that equivalent years of relevant Exempt work experience may be considered in lieu of a degree.
	Discipline/Major	Finance, accounting or real estate.
	Additional/Preferred education and Certifications	<input type="checkbox"/> High School Diploma or GED <input type="checkbox"/> Associates Degree <input checked="" type="checkbox"/> Bachelor's Degree <input type="checkbox"/> Master's Degree <input type="checkbox"/> J.D. Degree Click or tap here to enter text.
	Years and Area of Professional experience (required)	Experience in a job related to finance, accounting or real estate. Capable of quick learning and staying up to date with the knowledge of agencies (federal, state and local), funders, lenders and other entities' rules and regulations related to the affordable housing industry.
	Additional experience (optional)	Certifications in low-income housing tax credit compliance and affordable housing management preferred
	Critical Professional related Technical Skills; Computer Skills	Extensive computer experience with accounting, spreadsheet and relational database software, Yardi software knowledge helpful.
	Other requirements	Problem resolution and communications skills are essential. Must be able to multi-task in an environment with a rapidly changing environment. Working knowledge of applicable landlord/tenant laws, Fair Housing mandates and other legal issues affecting property management. Must possess a strong sense of ownership, detail oriented and be results driven. Excellent customer service, interpersonal, communication and analytical skills required.

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Working Conditions

Environment (e.g., prolonged sitting at computer, manufacturing-exposure to hazards, machinery)	Capable of sitting and standing for a minimum of one and one half (1.5) hours; ability to function in a regular office environment.
Physical (e.g., lifting-physical strain)	Ability to stretch and reach under, behind, and around piping close to walls, floors, and ceilings.

To Be Completed by Human Resources

APPROVAL DATE	Click or tap here to enter text.
APPROVED/CONTROLLED BY	Click or tap here to enter text.
FLSA STATUS	Choose an item.
PAY LEVEL	Click or tap here to enter text.
EEO CODE	Click or tap here to enter text.

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