

Job Description



Title: District Manager

**Job Location/
Department:** Corporate Office/Residential

**Reporting
Relationship:** Reports directly to the Vice President of Housing

Job Summary: Oversee the day-to-day operational responsibilities of each property, to include financial, marketing and leasing, customer service, compliance, and staff management responsibilities. Develop, plan and implement the budget, to include charting the overall financial performance of the property. Oversee site inspections, resident relations, and maintenance and vendor relations.

**Duties and
Responsibilities:** **Profitability**

- Achieve the highest possible net operating income through the implementation of effective cost control and revenue improvement programs.
- Manage the properties in the most efficient and profitable manner possible given existing market conditions consistent with the goals and objectives of the company and property owners.
- Develop annual operating budgets and sales/marketing plans. Accurately prepare and convey all operational and financial data in a timely manner. Work with management/owners to identify property/financial goals and objectives.
- Maximize rental income while minimizing expenses through effective planning and control.
- Monitor all income, including delinquencies.
- Analyze operational information/results for impact on income, identify trends and recommend appropriate strategies and adjustments for monthly corporate meetings.

Marketing & Quality Leasing

- Effectively monitor leasing and move in of new residents.
- Establish and implement leasing goals.
- Adhere to established company policies and procedures for screening applicants for residency.
- Prepare innovative and detailed marketing and resident retention plans to maximize occupancy and income.

Resident Retention

- Direct and manage resident functions in such a manner as to win and maintain the respect and goodwill of all residents.
- Enforce resident retention practices and service request follow-up.
- Assist and ensure that all customer complaints are handled promptly and appropriately.
- Implement and monitor effective lease renewal programs to maximize continued occupancy and income.
- Ensure consistent communications to residents as required.

Maintenance

- Ensure that all physical aspects of the property are, at all times, fully functional and maintained in an attractive condition.
- Monitor an effective preventative maintenance program.
- Ensure that an adequate number of units are turned over within 3 to 5 days.
- Monitor service request turnaround and ensure the responsiveness of the maintenance staff.

Compliance

- Understand and ensure compliance with all federal, state, and local government regulations, codes, laws, and those of HUD, DHCR, HFA or other governing agencies; have knowledge of and cooperate with area or municipal associations regarding ordinances and restrictions.
- Prepare any and all rent increase documentation for submission to regulatory agencies. (Affordable Housing)
- Prepare energy Conservation Plans with NYSEERDA for submission to appropriate agencies.
- Maintain full compliance of all files and ensure maintenance according to regulations.
- Meet with REAC, DHCR, HUD, Investors and Auditors to conduct tours and property audits.

Administrative

- Analyze and evaluate monthly and/or quarterly financial statements. Write clear and concise owner's reports to substantiate the analysis.
- Prepare correspondence and follow up on matters relating to the properties and maintain accurate records and files.
- Conduct routine site inspections including files and office operations, interior and exterior of units and buildings, building systems, and curb appeal.
- Ensure timely communication with owners and supervisor regarding all phases of property operation and significant changes or problems.
- Effectively partner with Procurement and Manager of Operations regarding all new contracts.
- Prepare administrative documents for REAC, DHCR, HUD, Investors and Auditors.
- Follow all company rules, regulations, policies, and procedures as set forth in training sessions, manuals, memos and other means of communication.
- Attend scheduled meetings including site staff meetings, corporate management meetings, or other meetings as required.

Perform other duties as assigned.

Supervisory

Responsibilities:

- Manage a high quality on-site staff through implementation of effective recruiting, training, motivation, and development programs.
- Ensure staffing schedules are consistent with property needs. Be prepared to augment on site staff, as needed.
- Communicate effectively with staff members and ensure compliance of all human resources policies and procedures.
- Effectively perform and document appropriate staff evaluations including, but not limited to, performance reviews, compensation paperwork, corrective action reviews, and termination paperwork.

Minimum Educational Requirements:

- Associate's Degree from an accredited college or equivalent Real Estate education.
- Accredited Resident Manager (ARM) must be obtained within five years of employment.
- Additional requirements for **Affordable Site Management**.
 - Must be a Certified Occupancy Specialist (COS).
 - Must have C3P Tax Credit and LIHTC certification.
 - Must have STAR certification.

Minimum Experiential Requirements:

- Five (5) years for **Conventional/Multi-Site Management**.
- Seven plus (7+) years for **Affordable Site Management**.

Special Skills/Work Conditions Required:

- Must have knowledge of financial operations and budgeting.
- Must have excellent interpersonal, organizational, time management, conflict resolution and verbal and written communication skills.
- Must be computer proficient in Microsoft Office and ability to effectively navigate the Internet.
- Must be able to manage a flexible schedule and remain available for property emergencies.
- Regular travel between local residential sites required. Out of area travel to residential sites, as necessary.
- Required use of a cell phone.
- Must be able to walk, lift and move light loads (20 pounds max.), bend, stoop and climb stairs on a regular basis.

I have read and understand the responsibilities and essential functions of this position. I further understand that if at any time I am unable to perform any essential function of this position I must immediately notify my supervisor.

Employee Signature

Date