



CatholicHousingServices
O F W E S T E R N W A S H I N G T O N

**INTERNAL/EXTERNAL
JOB ANNOUNCEMENT**

POSITION TITLE:

Division Director, Seattle Region

REPORTS TO:

Director of Finance & Operations

OPENING DATE:

March 19, 2010

CLOSING DATE:

Open until filled

LOCATION OF POSITION:

Catholic Housing Services
100 23rd Ave S.
Seattle, WA 98144

HOURS:

Full-time: 37.5 hours/week

STATUS: Exempt

GRADE: 15

BEGINNING SALARY: \$ 52,000 + /yr. DOE

POSITION DESCRIPTION

The Division Director is accountable for overseeing and ensuring the quality of our housing services and the financial sustainability of a portfolio of affordable housing developments in the Seattle area as designated by the Director of Finance and Operations. The Division Director oversees housing operations, supervises management staff, and is accountable for financial and key performance indicators of the assigned portfolio; and supervises or coordinates with other departments or community agencies that provide supportive services to residents. Specifically, the Division Director works closely with the leadership and staff of CCS King County to assure the collaborative delivery of housing and supportive services for the populations served by both agencies in the metropolitan area. In addition, the Division Director participates in advocacy activities and represents the agency to the government and community organizations that work to serve the poor and vulnerable. Duties are to be carried out in conformance with CHS's mission and values for meeting the needs of our residents.

MAJOR DUTIES AND RESPONSIBILITIES

SUPERVISION AND LEADERSHIP

1. Provide leadership to staff in the areas of property management and compliance as well as in the area of supporting and promoting the mission of the agency and advocacy in the community.
2. Select, supervise, train and evaluate on-site manager of each property.
3. Monitor occupancy standards by review of unit turns, including efficient scheduling and use of vendors.
4. Monitor leasing of vacant units and marketing efforts for each property, including advertising and networking.
5. Monitor property operations through the use of property management software including tenant ledgers, cash receipts, transactions, delinquencies, move-ins, move-outs, and month-end reports.
6. Monitor property Wait List in accordance with policy and eligibility requirement.
7. Mediate landlord/tenant disputes by responding promptly to inquiries and seeking resolution to the lowest level of concern.
8. Approve issuance of legal notices to tenants and monitor necessary evictions in accordance with Washington State Landlord Tenant Law and applicable local laws.
9. Promote training and support for employees, and facilitate regular staff meetings.
10. Assist in the promotion of "community" within CHS buildings.
11. Market space(s) and negotiate leases for commercial space(s) in building

FISCAL MANAGEMENT

1. Assure that annual budget is prepared for each property in a timely manner.
2. Monitor and control expenses within the constraints of the annual budget including monitoring monthly financial statements and reviewing variances with appropriate Property Accountant and Site Manager.
3. Approve accounts payable for each property at least once per week.
4. Monitor collection of rent and other monies, review bank deposits; review delinquencies to ensure profitability for each property.
5. Monitor each property's performance as it relates to revenue, expenses and occupancy through review of monthly property manager reports.
6. Negotiate rent increases with funders and monitoring agencies.
7. Approve purchase of necessary equipment and supplies for operating maintenance, equipment replacement and painting functions at each property.
8. Monitor replacement reserve accounts for each property; on a quarterly basis, submit replacement reserve withdrawal requests to appropriate entity for approval.
9. On a quarterly basis, submit bad debt write-offs for approval to Director of Finance & Operations.
10. Ensure staff is trained in safety and risk management issues, including know the procedures to manage resident of site emergencies.

FACILITIES MANAGEMENT

1. Perform site visit of each property at least once per month.
2. Review/plan long-term maintenance programs for each property including building systems and other components, building envelope, etc. with funder(s), Site Manager, and Facilities Director to ensure structural integrity.
3. Monitor property curb appeal to meet agency standards.
4. Monitor annual apartment inspections for each property to ensure they have been done.
5. Negotiate service contracts with vendors i.e. landscape contract, pest control contract, etc.
6. Obtain bids from vendors as needed and consult with Facilities Director in determining capital improvement projects and developing scope of work proposals as needed.
7. Ensure each property has an emergency evacuation plan as well as a disaster management plan.

COMPLIANCE

1. Monitor properties to ensure they are meeting set aside requirements as required by funders.
2. Review annual compliance reports as required by funders and submit to appropriate entity.
3. Monitor properties to ensure they are in compliance with Fair Housing and Landlord Tenant laws.
4. Assist accounting staff with annual audits.

OTHER

1. Represent ownership for asset managers of funders such as HUD 202, Tax Credit investors, and public and private lenders.
2. Develop and maintain partnership with organizations or agencies to support low-income housing.
3. Develop and implement the management of new multi-family housing projects.
4. Serve as member of Property Management Team.
5. Performs other related duties as assigned

JOB CONDITIONS:

This position requires entering facilities where there may be exposure to maintenance and cleaning supplies. There may be cause to enter individual apartments, which may expose one to household odors including cigarette smoke, cooking smells, pet odors, etc. Other working conditions may include frequent interruptions, working alone, evening or weekend work, working long hours during peak periods, being on-call, interactions with angry persons, and extensive use of computers.

PHYSICAL AND MENTAL ACUITY DEMANDS:

The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Able to hear telephone rings, phone conversation, door bells, emergency alarms and face-to-face conversation.
2. Able to speak clearly in person and on the telephone.
3. Able to hand write legibly.
4. Able to read normal size print and handwritten notes.
5. Able to sit for sustained periods of time.
6. Able to walk buildings (including stairways) and grounds as needed to inspect properties.
7. Mobility/dexterity of hands/arms to enable keying into locked areas as well as using a computer and other office equipment.
8. Able to make independent decisions and apply sound judgment in performing job duties.

MINIMUM QUALIFICATIONS:

1. Minimum of three years of property management experience in affordable housing with regulatory restrictions or rent subsidies, including familiarity with HUD rules and regulations and tax credit financed properties.,
2. Ability to communicate effectively both orally and in writing.
3. Strong supervisory skills: hiring, coaching, training and evaluating.
4. Experience working with ethnically and economically diverse people.
5. Be bonded or bondable.
6. Proficiency with computers (especially Windows and MS Office), and ability to learn property management software.
7. Requires current driver's license, auto insurance, and access to reliable transportation to be able to visit sites regularly and in case of emergencies. (Mileage reimbursement is provided.)
8. Successful completion of Certified Occupancy Specialist for 202 properties and/or Tax Credit Certification for Tax Credit properties.
9. Ability to work within the mission, goals and objectives of Catholic Community Services/ Catholic Housing Services.

PREFERRED QUALIFICATIONS:

1. Experience in elderly, special needs and/or multi-family property management.
2. Experience in housing with resident support services provided on site.

SUBSTITUTE QUALIFICATIONS:

1. Successful completion of training specific to HUD occupancies standards (may substitute for one year HUD experience); and/or
2. Five years or more experience in Property Management, Asset Management or equivalent management experience (may substitute for HUD/affordable Housing Management experience).
3. Experience with affordable housing regulatory or funding organization that demonstrates knowledge of compliance and affordable housing requirements.

ADDITIONAL INFORMATION:

Contact: John Hickman, Director of Finance and Operations
Catholic Housing Services, 206-328-5660

APPLICATION PROCEDURE:

Send resume and cover letter to:

CATHOLIC HOUSING SERVICES
HR-DDSR
100 23rd Ave. So.
Seattle WA 98144

Email: jobs-aha@ccsww.org

Fax: (206) 328-5053

Please visit our website: www.ccsww.org

Please let us know if you need special accommodations to apply or interview for this position.

CHS is an Equal Opportunity Employer and Values Diversity in the Workplace

Catholic Housing Services of Western Washington is a dba of the Archdiocesan Housing Authority