

# Careers at Mercy Housing

## Make a Difference to Alleviate Poverty And Help Those in Need

**Division :** Mercy Housing Management Group (MHM)

**Location :** Seattle WA, US 98121

**Job Type :** Full Time

**Career Level :** Manager (Manager/Supervisor of Staff)

**Compensation :** \$80-90,000 DOE

**Education :** High School or equivalent

**Category :** Real Estate Management

**Job Description :**

**Mercy Housing Northwest is looking for a dynamic proven leader to manage between 6-8 properties within Washington State and direct a team of 5-7 direct reports, but under 500 units. Mercy Housing specializes in affordable housing and experience with tax credit, HUD, and especially Rural Development is a plus. Must be able to travel to properties within the portfolio as needed.**

### **GENERAL DESCRIPTION:**

Ensures that the operations of the properties in assigned area of oversight are in compliance with the standards and expectations of Operational Excellence, other stated guidelines of Mercy Services Corporation, and Mercy Housing. Completes all reasonable work-related directives given by his/her supervisor and above. Responsible for monitoring and directing all management-related activities with site-level personnel and other Mercy Housing-related departments to ensure that the Essential Functions are met on a regular and consistent basis.

### **JOB FUNCTIONS/RESPONSIBILITIES**

*The objectives and primary examples from the Operational Excellence system of Mercy Services Corporation are outlined as follows:*

### **FINANCIAL RESULTS**

- Rent collection procedures are followed and benchmarks are achieved.
- Occupancy levels are at budgeted levels and higher, if possible.
- The rents allowed under regulatory programs are being achieved.
- Property budgets are developed and managed proactively.
- Contracts are regularly reviewed and negotiated.

### **PROPERTY STANDARDS**

- Ensures that all regulatory compliance requirements and reporting are followed, monitored, and completed.

- Physical guidelines are achieved at each property, in accordance with expectations of ownership and/or Operational Excellence.
- Adherence to the preventative maintenance schedule established for each property.

### **WORK ENVIRONMENT**

- Property staff positions are filled with competent, qualified individuals.
- Positive, collaborative internal and external relationships are fostered and maintained and that requests are responded to in a timely manner.
- Site employees receive/participate in necessary educational requirements.
- Understanding and effective use of property management and accounting software, instructing staff on proper usage, as necessary.
- Implementation and understanding of the company's stated recognition and bonus programs.

### **CUSTOMER SERVICE**

- Resident concerns are appropriately addressed in a timely manner.
- Ensures that the site staff is providing great customer service to residents.
- Working closely and effectively with Resident Services and/or third party service agencies to meet the ownership's service objectives at each location.

#### **Job Requirements :**

##### **Education:**

High school diploma required. Bachelor's degree in Business Administration, Real Estate, or related field preferred. Certified Property Manager or similar certification preferred.

##### **Experience:**

Minimum of three years experience in housing and/or property management. Preferred experience as a supervisor of multi-family housing or five years experience as a manager of multi-family housing. Working knowledge of applicable local and federal housing laws, including Fair Housing and Landlord and Tenant laws. Experience generating property budgets and managing affordable housing developments, including HUD, Low Income Tax Credits, Rural Housing, and Tax-Exempt Bond properties. Exposure to/familiarity with community organizing, services, and programs.

##### **Abilities:**

- Relate well to people from diverse backgrounds.
- Comprehend and communicate in the English language both orally and in writing.
- Interpret and understand financial information generated from property management software reports.
- Legally operate a motor vehicle (valid driver's license).
- Work in a collaborative manner and in a team environment.
- Travel occasionally.
- Proficiency with Microsoft Office.
- Define and solve problems.

- Understand and commit to the Mission and Philosophy of Mercy Housing.

**Property :** Seattle Regional Office

