

East Orange Housing Authority Job Description

Job Title: Regional Property Manager

Reports to Executive Director

SUMMARY:

The Regional Property Manager oversees multiple properties in a specific area, focusing on financial performance, operations, leasing, and staff management, including hiring/training property managers, ensuring compliance (HUD, local laws), conducting site visits, managing budgets/maintenance, and developing strategies for growth, occupancy, and tenant satisfaction across their portfolio. Key duties involve strategic planning, financial analysis (budgets, reporting), team leadership, marketing, vendor negotiation, and ensuring high operational standards and tenant retention. Provides supervision to the Property Manager

DUTIES AND RESPONSIBILITIES

- **Operations Oversight:** Manage daily operations for a portfolio of residential/commercial properties, ensuring quality, efficiency, and compliance. Supervise Property Managers to ensure vacant apartments are turned over promptly and leased up in a timely manner to maximize gross rent potential.
- **Staff Leadership:** Recruit, train, motivate, and supervise property managers and support staff; provide direction and leadership.
- **Financial Management:** Develop and manage property budgets, monitor financial performance, analyze variances, and report to senior management. Ensure 100% rent collection is achieved and expenses are managed with budgets.
- **Leasing & Marketing:** Coordinate leasing efforts, implement marketing strategies, and strive for high occupancy rates.
- **Maintenance & Capital Projects:** Oversee maintenance, repairs, renovations, and capital improvement projects; negotiate vendor contracts; oversee upkeep of the property curb appeal; monitoring of work order system, and incident documentation and reporting for risk management.
- **Tenant Relations:** Resolve complex tenant issues, implement tenant retention programs, and ensure excellent customer service. Responsible for ensuring tenant complaints and grievances are addressed in a timely manner.
- **Compliance & Reporting:** Ensure adherence to all local, state, and federal laws (like HUD regulations), manage audits, and prepare reports. Must be proficient in LIHTC programs and State of New Jersey elderly housing program and working knowledge of (Section 8) Housing Choice Voucher program. Oversee the preparation of all internal and external reports related to assigned properties.
- **Site Visits & Analysis:** Conduct regular property inspections and market analyses to identify opportunities and improve performance. Ensure annual inspection of apartments for local, state, federal and investor audits or inspections,
- Responsible for the implementation of approved occupancy policies and procedures as they relate to particular programs and projects.
- Identify, develop and recommend security and safety measures.

QUALIFICATION, EDUCATION & EXPERIENCE:

- Minimum of an associate degree or equivalent knowledge, training & experience.
- Bachelor's Degree is desirable but not required.
- At least 15 years' property management experience in lieu of a bachelor's degree.
- Tax Credit Compliance Certification or acquisition with six months of employment
- At least ten years' experience managing residential properties
- Must possess a strong work ethic. Ability to establish a cooperative working environment with staff. Strong verbal and written communication skills, self-motivated and detail oriented. Ability to handle emergency situations and pressure due to complexity and time sensitivity. Ability to work

with frequent interruptions and distractions. Preserves and respects resident and applicant confidentiality

KNOWLEDGE SKILLS AND ABILITIES:

- Strong budget and financial management skills
- Knowledge of all regulatory programs, polices and Federal Housing Laws and Guidelines required
- Strong Microsoft Word, Excel, Outlook and Tenmast (MRI) or other industry software experience required
- Excellent verbal and written communication skills required
- Demonstrated excellent customer service skills are necessary to be successful in this role
- Fluent in English, ability to speak a second language is a plus.
- Knowledge of regulatory programs and policies regarding housing and affordable housing required.
- Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to define problems collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Driver's License required and ability to be insured by EOHA's auto insurance carrier.
- LIHTC certified property manager required or ability to obtain the certification within 6 months of employment.

COMPENSATION AND BENEFITS:

- Salary: Commensurate with experience
- Health and dental insurance
- Retirement plan
- Paid time off (Vacation, Sick leave, Holidays)