



Position: Director of Property Management
Location: Hybrid/New Orleans
Reports to: CFO & Executive Director, Opportunity Housing Development

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About SBP

SBP, a social impact organization focused on disaster resilience and recovery, **solves the challenges facing at-risk communities** and scales impact with a proven model that brings the rigor of business and innovation to reduce risk, create resilient communities, and streamline recovery. SBP is a national disaster recovery and resilience organization that ensures under-resourced disaster survivors and communities of color access a predictable and equitable recovery. We accomplish this goal by:

Preparing individuals, communities, and organizations ahead of disasters to mitigate vulnerabilities

Shaping the disaster sector's systems, policies, and programs

Building resilient communities

By taking this holistic approach, SBP shrinks the time between disaster and recovery, securing a brighter future for those impacted by disasters.

Position Summary

SBP is looking for a seasoned Director of Property Management to oversee the day-to-day operations of a growing portfolio that includes 175+ for-rent units leased or under construction. This position will lead SBP's Property Management team, directing and coaching site staff to ensure best industry practices are being implemented. In addition, the role will manage external Property Management Firms as needed. The DPM reports to the Executive Director of Opportunity Housing and the CFO and is responsible for the performance of properties in Louisiana and Texas.

The DPM holds SBP property management personnel accountable for maximizing revenues, minimizing operating expenses, adhering to the annual budget and following all company policies and procedures. The DPM will work closely with the Opportunity Housing Portfolio Manager, Resident Services Coordinator(s), and Maintenance Manager(s). Our portfolio currently consists of subsidies in the form of both tenant-based vouchers as well as project-based vouchers (PBV's) and targets individuals and families at or below 120% Area Median Income (AMI) with the majority of units occupied by residents at/below 60% AMI. We currently partner with the following agencies: Housing Authority of New Orleans, Finance Authority of New Orleans, Office of Community Development, Louisiana Housing Corporation, New Orleans Redevelopment Agency, Department of Housing and Urban Development, Houston Land Bank, and Houston Community Development Department. Our typical project funding sources include: LIHTC's, Home Funds, ARP, CDBG-DR, NOFAs, and Donor Contributions.

Essential Duties and Responsibilities:

- Team building and coaching site teams to guide in the development and training of property management-related staff and maintenance team including: LIHTC, HUD, Rural Development regulations; resident retention practices; reporting; and best industry practices for operating procedures such as rent collections, evictions, accounting, maintenance, and purchasing.
- Review/prepare monthly property summaries including variance reports on income statements, vacancies, accounts receivable and submit them to the CFO, Executive Director of Opportunity Housing, agencies, lenders and/or investors as required.

- Visit sites on a regular basis and monitor ongoing issues at the properties.
- Write and present status reports to the Opportunity Housing leadership team.
- Direct staff in preparing for reviews by regulatory agencies, lenders and investors and attend in preparation for these inspections. Review responses to findings or citations and ensure they are submitted to the agencies on time.
- Identify departmental strengths and challenges in order to improve efficiency and effectiveness and foster a professional culture where employees can accomplish goals and feel good about their contributions.
- Ensure that teams comply with current applicable landlord-tenant law and fair housing law including reasonable accommodation procedures and policy.
- Approval of market rent changes, write-offs and reimbursements.
- Review site budget estimates with the CFO and Executive Director of Opportunity Housing.
- Collaborate with Resident Service Coordinator(s) to ensure positive interaction with tenants.
- Hire, fire, train, prepare performance reviews or other employees.
- Create, refine and implement operational policies and procedures.
- Work with site staff to address resident complaints.
- Create and monitor the budget for the property management division.

Qualifications:

- Minimum of 8-10 years Property Management experience in affordable housing specifically, required. Minimum five years' experience supervising site teams of Section 8 and/or LIHTC properties.
- Knowledge of Section 42 low-income housing tax credit. HUD. Knowledge of USDA Rural Development and similar housing programs helpful.
- Strong Knowledge of the Fair Housing Act.
- Section 8 experience is a plus.
- Bachelor's degree in management/finance or equivalent Industry experience.
- Demonstrated leadership skills using performance incentives and team-building strategies.
- This position requires strong written, oral and reading communication skills to accurately obtain, Interpret and transcribe complex programs at all levels of the organization.
- Strong computer skills and experience with Yardi, MRI, Boston Post or other industry software applications.

SBP is building a diverse and experienced staff. The organization encourages multiple perspectives and experiences, supports a multicultural environment and strives to hire and retain a diverse workforce that reflects the populations we work with and the communities where we work. Our hiring and business practices appreciate the strengths offered through different backgrounds.

SBP is an equal opportunity, affirmative action employer and is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, gender, creed, national origin, physical or mental disability, marital status, veteran status, disabled veteran status, or status as a member of any other protected group or activity.

It is the policy of SBP not to discriminate against any individual, person, or group on the basis of disability and the intent of SBP to address any complaints that may arise pursuant to Section 504.