

Charlottesville Redevelopment and Housing Authority

Who we are: We are the Charlottesville Redevelopment and Housing Authority “CRHA”. For more than 60 years, we have taken great pride in being the primary provider of “housing of first opportunity” in our community. As such, we continue to strive tirelessly and passionately to be *a resident-centered organization committed to excellence in providing affordable quality housing, revitalizing communities, and promoting upward mobility and self-sufficiency through partnerships in the public and private sectors.* We subscribe to a Residents First! philosophy that is grounded on relationships that develop and thrive only when mutual respect, dignity and commitment is afforded one another. At CRHA, relationships matter.

In addition to creating opportunities for our residents to reach their potential through housing programs and resident services, we also create opportunities for our employees for professional growth and to contribute meaningfully to the workplace and the community. We foster a collaborative and respectful work environment where every team member plays a significant role in working together to further our mission.

Who we are seeking:

CRHA is searching for a mission driven, flexible, high achieving individual that enjoys helping others to join our team as an Asset Manager. We seek a problem-solver who recognizes that their success can only be measured by the successes of those we serve - our residents and our community.

Job Description

Position: Asset Manager
Reports to: Public Housing Manager
Classification: Full-Time Fair Labor Standards Act (FLSA) Exempt Salaried

General Statement of Duties:

Responsible for oversight of CRHA real estate assets, maintenance and property management programs and staff. The principal work of this position is to ensure CRHA assets are managed professionally with the goal of ensuring a sustainable and thriving real estate portfolio capable of accomplishing CRHA’s mission and goals while meeting the long-term needs of tenants and the community.

The incumbent will be characterized as highly responsible, creativity, understanding of broad organizational goals, accountability, technical aptitude, and diplomacy. This is skilled supervisory work involving responsibility for providing excellent customer service and oversight of a maintenance property management programs.

Specific duties include, but are not limited to; directing operations and associated staff in the implementation of their duties; developing and implementing all asset planning (including maintenance, occupancy and replacement); assist in the development, implementation and management of property management and capital budgets; managing and monitoring all site inspections, coordinating and managing site, developing and submitting reports to supervisor.

Qualifications:

- Extensive experience in property management and property maintenance activities in a low-income housing environment including significant supervisory experience.
- Certification in Public Housing Management within one year of hire
- Possession of a valid driver's license issued by the Commonwealth of Virginia and a good driving record. Ability to pass a background, license and drug screening

Required Knowledge, Skills and Abilities:

- Comprehensive knowledge of property management practices.
- Experience in Cloud Based Property Management Software Platform strongly preferred
- Comprehensive knowledge of property maintenance of various types of mechanical systems.
- Comprehensive knowledge of the methods, practices, tools and materials of the major building trades.
- Knowledge of Fair Housing Regulations and the Virginia Residential and Tenant Act.
- Knowledge of public housing programming.
- Ability to develop effective working relationships with residents and partner agencies.
- Good physical condition, able to walk property sites and climb steps on a regular basis.

Typical Tasks

- Under supervision of the Public Housing Manager, directs the planning organization, and monitoring of the Housing Authority's public housing property management program including lease-up, lease-enforcement, rent collection and eviction.
- Rent Collection includes processing calculations, monthly charges and statements, collecting rent, and processing receipts.
- Plans and directs the repair and maintenance program for the Authority's public housing units including repair and preventive maintenance, unit turnover, security, inventory, inspections, and reporting.
- Monitors the performance of public housing staff and reviews a variety of measures of program performance.
- Make inspections for work in progress and upon completion for compliance with maintenance standards.
- Monitors and inspects work performed by sub-contractors; provides written verification of work complete.
- Provides reports and effective follow up to staff concerning necessary maintenance work and apartment turnovers.
- Inspects apartments after tenants move out for damages and determines necessary maintenance work.
- Complete routine housekeeping inspections of units.
- Process tenant and HA violations when noticed.
- Process and send out all monthly rent statements and late fee notices
- Complete the following monthly reports: Outstanding Recertification, Vacancy/Occupancy, BOC reports as requested, and any additional reports requested
- Makes periodic inspection of structures, grounds, and all operating equipment.
- Ensures staff compliance with all pertinent agency policies and regulations.
- Evaluates and disciplines maintenance and property management staff.
- Makes job assignments to key subordinates and gives technical advice when needed.
- Manages all aspects of site security.
- Interviews applicants and make recommendations for employment.

- Coordinates maintenance and property management services with other housing activities.
- Requisitions and maintains inventory of maintenance and cleaning supplies.
- Keeps maintenance, property management and other records.
- Maintains direct liaison with contract A&E firms in the preparation of specifications and ongoing a follow up inspections of contract work.
- Prepares and submits required maintenance and property management reports.
- Represents CRHA on various committees.
- Staffs appropriate committees.
- Performs related work as required.
- Move in, out, transfer – You will be responsible to track and report this information monthly. You will be responsible for knowing turn status on your property. Moving in new applicants, move in and out inspections, transfer lists and status according to Policy.
- File Maintenance and Monitoring – review that all documents are in the file while holding recert appointments. If documents are missing, make that part of the collection process for the recertification. Complete all filing timely to ensure all documents are in the file should questions arise. All files should always be maintained in an audit ready status.
- Complete recertifications to include scheduling appointments and completing verifications calculations, and monthly monitoring of due dates.

Critical Performance Measures

- **Timely and thorough response to internal and external communications.**
- **Timeliness in addressing lease violations, follow through until resolution.**
- **Timely processing of move-ins, move-outs and security deposits with photos and thorough documentation (within 30 days of move out).**
- **Issuance of purchase orders prior to each purchase.**
- **Timely and thorough review of work orders.**
- **Thorough documentation and communication with residents regarding billable work.**
- **Regular inspection of CRHA sites to insure they are always physically maintained and without safety issues.**