



**HIPhousing**  
**HHAV**

**Director of Property Management**

1512 Stafford Street, Redwood City, CA 94063

**Why HIP Housing?** Human Investment Project, Inc. (HIP Housing) is a highly respected nonprofit agency offering innovative solutions to the San Mateo County affordable housing challenge. Founded in 1972, HIP Housing's mission is to invest in human potential by improving the housing and lives of people in our community. We provide housing options to 1400 low-income people each year and benefit from exceptional staff, well-established programs, and financial stability. HIP Housing's programs are nationally recognized and have been highlighted in Newsweek, USA Today, Metropolitan Home, and on the Oprah Winfrey Show.

**Our Team** Our team includes a staff of 45 with a diverse governing board of 18-20 Directors who assist in the advancement of HIP Housing's mission. We seek team members who embrace our mission and respect our commitment to our community and our staff.

**Job Summary** The Director of Property Management has responsibility for the entirety of HIP Housing Affordable Ventures (HHAV), the Property Management division of Human Investment Project Inc. (HIP Housing). This responsibility includes the complete oversight of HIP Housing's housing portfolio of properties and the employees that play a vital role in supporting the properties. The position reports directly to the Executive Director and is a member of the Executive Leadership Team, which is instrumental in guiding the strategic direction of the organization. The Director is also responsible for the development and implementation of the management, leasing, and capital improvement strategy for the portfolio and for ensuring that compliance, profitability, and tenant satisfaction are achieved. As the head of the HHAV division, the Director is responsible for the oversight and success of their direct reports and indirectly for all HHAV positions and deliverables.

**Responsibilities**

**Leadership**

- Provide strategic vision and direction for the HHAV division and ensure the Department has the resources and direction needed to execute operations efficiently.
- Attend weekly Executive Leadership Team (ELT) meetings to provide insight and input on strategic best practices for company policies and operations.
- Instruct HHAV personnel on best practices within the Company's framework, policies, and procedures to ensure compliance with laws and property regulatory documents.
- Commitment to healthy listening and feedback practices that promote healthy communication within the larger team and with direct reports.

- Represent HHAV at Board functions, including every other month at Board and Finance Committee meetings.
- Model HIP values and demonstrate active participation in organization-wide initiatives, such as mental health awareness, trauma-informed care, DEI, Spirit Committee, etc.

#### Property Management

- Ensure all properties within the HHAV portfolio are performing at an optimal level.
- Manage systems, technology, and the Yardi property management software to execute the day-to-day operations for the department.
- Provide asset management and capital assessments for all properties managed by HHAV.
- Develop and maintain marketing plans for each property.
- Manage existing property management contracts and review, prepare and execute contract renewals for all properties managed by HHAV
- Stay up-to-date and provide ongoing training to all HHAV personnel related to affordable housing laws, landlord-tenant laws, fair housing laws, new business developments, industry changes, and updates.

#### Financial

- Create the annual HHAV division budget and the individual budgets for all properties in the HHAV portfolio.
- Review division financials on a monthly/quarterly basis to assess the financial health of the division relative to budget
- Supervise preparation for internal and external audits of properties, property files, and budgets and respond to auditor requests to ensure compliance.

#### Compliance

- Maintain relationships with vendors, including those providing legal, accounting, auditing, construction, and compliance services.
- Develop management contracts for new acquisitions.
- Negotiate and prepare contract renewals for all properties managed by HHAV.
- Ensure that annual submissions to CalHFA, HCD, CTCAC, City of San Mateo, City of Menlo Park, City of South San Francisco, City of Daly City, Redwood City, Foster City, and the City of San Carlos are done in compliance with contracts and regulatory agreements. As needed, ensure that Certificates of Occupancy are requested and filed.

#### Staff Management

- Overall responsibility for the performance of all members of the HHAV Division.
- Direct supervision of the Property Supervisor, (3) Property Managers, the Compliance and Business Manager, and Sr. Maintenance Technician.
- Facilitate weekly one-on-one meetings with direct reports on personal and team performance, set expectations, and recalibrate goals and deliverables.

- Indirect supervision of the entire department with respect to all aspects of their job performance regarding vacancies, compliance, company policies, and their supervision of direct reports.

### **Required Skills/Abilities**

- Critical thinking and long-term strategy/planning skills
- A proponent of goal-setting and motivational nurturing
- Ability to identify opportunities for efficiencies
- Budgeting for multi-million dollar properties
- Capital repair budgeting and management skills
- Experience using government portals for report submission
- Working and communicating with boards of directors
- Excellent professional verbal and written skills that are concise and accurate
- Thorough understanding of liability & property insurance, including ancillary coverage
- Thorough understanding of Workers' Compensation, OSHA (Occupational Safety and Health Administration), and Americans with Disabilities Act
- Deep understanding of property construction, building permit, and licensing requirements
- Ability/knowledge/experience in construction management
- Expertise in vendor communications, contract negotiations and management, and monitoring of work progress to ensure value for payments made

### **Education/Experience**

- Minimum of 10 years experience in Property Management
- Experience leading and managing a group of property managers and maintenance personnel
- Bachelor's Degree or equivalent experience
- Progress towards, or completion of, industry-standard credentialing such as Certified Property Manager (CPM), California Certified Residential Manager (CCRM), Housing Credit Certified Professional (HCCP), Certified Occupancy Specialist (COS), National Compliance Professional (NCP)
- Tax Credit Specialist Certification (TCS)
- Real Estate License preferred
- Thorough understanding of landlord/tenant laws, Fair Housing, and rules for avoiding discrimination complaints
- Knowledge of hiring/firing/disciplinary laws/rules
- Experience working with cities, state, and federal agencies with respect to low-income/affordable housing programs, rules, and compliance
- Yardi experience required
- Possess knowledge and experience with all forms of computer software standard in the property management industry, such as MS Word, Excel, QuickBooks, DropBox, Docusign, Google, PowerPoint, and Google software

### **Physical Requirements**

- Prolonged periods of sitting at a desk and working at a computer screen
- Physical ability to visit properties and inspect both interior and exterior areas
- Must possess a valid CA driver's License, vehicle, and liability insurance with appropriate limits
- Must possess a vehicle to travel to and from properties during inspections, meetings, training, conferences, etc.
- Must be able to lift 15 pounds at times.

#### **Compensation and Benefits**

- Full-Time, Exempt, At-Will, Annually Reviewed Position
- \$124,000 - \$145,000, annual salary range based on experience
- 100% Employee-Sponsored Medical, Dental, and Vision Premiums
- PTO/Paid Holidays/ Floating Holidays
- Matched Pension Plan
- Option for Alternating Fridays Off
- Brokers License Training and Certification

**Location** 1512 Stafford Street, Redwood City, CA 94063

Please send a cover letter and resume to [recruiting@hiphousing.org](mailto:recruiting@hiphousing.org). The subject line should indicate *Director of Property Management*. Open until filled.

***HIP Housing is an Equal Opportunity Employer:*** Human Investment Project, Inc. is committed to a diverse and inclusive workplace. Human Investment Project, Inc. is an equal opportunity employer (EEO) and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or another legally protected status.