

**PORTSMOUTH REDEVELOPMENT AND HOUSING AUTHORITY
JOB DESCRIPTION
OFFICE OF THE EXECUTIVE DIRECTOR**

DIRECTOR OF PROPERTY MANAGEMENT

GENERAL STATEMENT OF DUTIES:

Under the direction of the Deputy Executive Director, the Director of Property Management is responsible for the overall administration, supervision, and operational performance of the Authority's real estate portfolio, including Public Housing, Moving to Work (MTW), Rental Assistance Demonstration (RAD), Project-Based Section 8, Low-Income Housing Tax Credit (LIHTC) properties, occupancy functions, and other housing developments owned and/or managed by the Authority.

This position provides strategic leadership to ensure that all properties are operated in a manner that maximizes occupancy, financial performance, regulatory compliance, physical condition, and resident satisfaction. The Director oversees property management, maintenance, occupancy, and related staff, and works closely with finance, capital improvements, and resident services to protect and enhance the Authority's assets while advancing its mission to provide safe, affordable housing and community redevelopment opportunities.

EXAMPLES OF WORK: (Illustrative Only)

1. Administers departmental activities and monitors implementation of Authority policies, procedures, and programs.
2. Develops annual operating budgets for assigned programs and properties; monitors revenues, expenditures, and overall financial performance.
3. Prepares and reviews statistical, operational, and financial reports for senior management, the Board of Commissioners, HUD, and other stakeholders.
4. Monitors and evaluates changes in U.S. Department of Housing and Urban Development (HUD) regulations, Virginia Housing, MTW requirements, and other federal, state, and local laws affecting housing operations.
5. Maintains current knowledge of legislation, regulations, and industry best practices related to affordable housing programs and property management.
6. Reviews reports prepared by staff for accuracy, completeness, and compliance before submission to executive leadership or external agencies.
7. Investigate operational issues, resident concerns, and staff requests for assistance; develop and implement appropriate solutions.
8. Attend Resident Council meetings and meet with resident organizations, community groups, and partner agencies as needed.
9. Advises and supports departmental staff in the administration of housing management, occupancy, and compliance functions.
10. Maintains close working relationships with HUD, Virginia Housing, and other regulatory agencies to remain informed of policy changes and operational requirements.

11. Coordinates activities among Property Management, Maintenance, Modernization, Resident Services, and Finance to ensure effective communication and minimize disruptions related to occupancy, transfers, and relocations.
12. Ensures prompt and consistent implementation of Authority and HUD directives, policies, and procedures.
13. Oversees all aspects of the occupancy department, including applications, eligibility determinations, leasing, recertifications, transfers, continued occupancy, rent collection, lease enforcement, terminations, evictions, and grievance hearings.
14. Monitors and maintains an occupancy rate of at least 97 percent by ensuring an adequate applicant pool and timely leasing of available units.
15. Ensures tenant accounts receivable and delinquency rates remain below 3 percent of total tenant charges.
16. Establishes and monitors departmental performance goals, including:
 17. Vacant unit turnaround time of less than 15 calendar days.
 18. Completion of 100 percent of required unit and building system inspections annually.
 19. Completion of routine maintenance work orders within five business days.
 20. Resolution of emergency maintenance requests within 24 hours.
 21. Ensures regular inspections of housing developments are conducted and that identified deficiencies are corrected in a timely manner.
 22. Assigns staff to conduct frequent site inspections and follow up on any deficiencies or operational concerns.
 23. Ensures compliance with Section 504 of the Rehabilitation Act, the Americans with Disabilities Act (ADA), Fair Housing, and other applicable civil rights laws.
 24. Promotes and enforces workplace safety policies and procedures.
 25. Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of public housing management, occupancy, and affordable housing programs, including Public Housing, LIHTC, RAD, Project-Based Section 8, and MTW.
- Thorough knowledge of applicable HUD regulations and federal, state, and local laws, including Fair Housing, Section 504 of the Rehabilitation Act, and the Americans with Disabilities Act (ADA).
- Knowledge of budgeting, rent collection, accounts receivable, property management systems, and key performance indicators such as occupancy, delinquency, and unit turnaround.
- Strong leadership and supervisory skills, including the ability to motivate staff, delegate work, conduct performance evaluations, and address employee performance issues.
- Strong analytical, organizational, and problem-solving abilities.
- Excellent written and verbal communication skills, including the ability to prepare reports and deliver presentations.
- Ability to interpret and apply laws, regulations, policies, and procedures.
- Ability to analyze operational and financial data and implement corrective actions.
- Ability to exercise sound judgment, make effective decisions, and handle confidential matters with discretion.

- Ability to manage multiple priorities, meet deadlines, and perform effectively under pressure.
- Ability to work independently and collaboratively with residents, staff, City officials, regulatory agencies, and community partners.
- Proficiency in the use of computers, property management software, and electronic communications.

SPECIAL REQUIREMENTS

- Availability to work occasional evenings and weekends and to respond to emergencies as needed.
- Must successfully pass a criminal background check, drug screening, and be bondable.

ACCEPTABLE EXPERIENCE AND TRAINING

Graduation from an accredited four-year college or university with a degree in business administration, public administration, real estate, urban planning, or a related field. Equivalent combinations of education and experience may be considered.

- Minimum of seven (7) years of progressively responsible experience in affordable housing or property management, including Public Housing, LIHTC, and occupancy functions.
- Minimum of five (5) years of supervisory and management experience.
- Experience with HUD programs, including Public Housing, RAD, Project-Based Section 8, and MTW, is strongly preferred.
- Public Housing Manager (PHM), Housing Credit Certified Professional (HCCP), Certified Occupancy Specialist (COS), Certified Property Manager (CPM), or equivalent professional certification is required or must be obtained within one year of employment.
- Excellent written and verbal communication skills are required.

PHYSICAL REQUIREMENTS:

- Sufficient manual dexterity to allow operation of a variety of automated office machines, i.e. computer keyboard, copy machine, printer, fax machine, telephone, typewriter, etc.
- Ability to move, carry and/or operate objects and materials such as office supplies, files, computer printouts, reports, calculator, etc.
- Ability to physically access apartments.
- Ability to stoop, kneel, bend and walk the developments

SALARY RANGE:

\$75,000.00 to \$85,000.00 Annually