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POSITION DESCRIPTION

TITLE	Director of Communities	SEND RESUME TO	Jamie.flechas@habctx.org
SUPERVISOR	Executive Director	DEPARTMENT	BMDC
REGULAR/TEMP	Regular	FULL/PART	Full-time

Position open until filled

POSITION SUMMARY:

The Director of Communities, under the direction of the Executive Director, is a leadership position responsible for performing advanced management and leadership work of considerable difficulty which involves the planning, organizing and directing of BMDC (Bexar Management Development Corporation) management programs that includes property management and maintenance. Responsible for budget performance, vacancies, staffing, regulatory requirements, rent collections and client satisfaction, expanding affordable housing, and exploring partnership opportunities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Include the following but are not limited to the job specifications contained herein:

- Directs all property management activities related to the department, a portfolio which includes affordable and market rate units.
- Direct property compliance activities to ensure compliance with multiple affordable compliance programs to include tax credits, public housing, and bonds.
- Set and establish operating goals, reviews and monitors operations to ensure the department continues on track to meet established goals.
- Prepares and maintains the capital plan and ensures the requirements of the physical needs assessment and/or budget are consistent with the plan.
- Collaborates with other directors and ensures that staff is getting the appropriate level of responsiveness from and to other departments.
- Maintain communication with direct reports to ensure operational adjustments are completed in a timely manner to address failure to meet goals.
- Provide guidance and support to staff to ensure a cohesive, informed, and dedicated workforce.
- Analyze and evaluate personnel needs throughout the portfolio, including management, leasing, and maintenance personnel. Serve as final authority for hiring decisions, with recommendations from the Property Managers.
- Assure continuing education of staff through seminars, meetings, and training programs. Personally inspect each property in the portfolio on a regular basis (both scheduled and unscheduled visits), assuring the marketability of the community, interior and exterior.
- Direct the activities of the Compliance team to ensure the comprehensive compliance program is effective and that the staff are addressing non-compliance concerns via additional coaching, mentoring.
- Meet with direct reports on a routine schedule to ensure needs are met and provide feedback or direction on special initiatives.



- Explore and pursue through the appropriate channels efficiencies to include technology and contract options.
- Collaborate with Directors on capital projects to ensure the best use of refinance/operational funds. Work closely with Finance to create and manage plans and goals.
- Communicate consistently and effectively with the Board of Commissioners to ensure a deeper understanding of the operations and the importance of the portfolio.
- Assure compliance with HABC's policies on recruiting, screening, and hiring applicants.
- Assure compliance with HABC policies and procedures, related to community rules, and regulations for the various affordable housing programs.
- Work closely with various support departments to ensure the most effective relationship and beneficial use of their services.
- Prepare and present the annual business plan and budgets.
- Analyze monthly performance and budget projections to actual business plan adjust operating strategy accordingly.
- Be informed of market conditions to ensure portfolio is consistent with market changes.
- Explore and pursue revenue opportunities to further the department goals.
- Work closely with other operational departments to transition management and/or assets as necessary.
- Work to further the portfolio paperless initiative through updated operational standards and seeking regulating authority approvals.
- Continue to expand the functionality of the property management software system to include maintenance, customized portals, and inventory control tracking.
- Explore partnerships to expand the affordable housing portfolio.
- Participate on local and/or national boards or committees
- Other duties as assigned.

Behavioral Competencies:

This position requires the incumbent to exhibit the following behavioral skills:

Leadership: Provides direction to people and/or projects by clearly and effectively setting course of action for the department, staff, and tasks; manages the planning, execution, and achievement of department goals by providing regular communication to staff and stakeholders.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure and persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys an understanding of, the comments and questions of others; and listens effectively. Demonstrates the ability to develop audiovisual presentations to both internal and external audiences.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does their fair share of work. Complies with procedures and understands the importance of maintaining and managing confidential and proprietary information.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own



interests; supports everyone's efforts to succeed; attends, supports, and participates in all team building exercises and events.

Continuous Improvement and Innovation: Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions.

Education and Experience:

- Bachelor's Degree from an accredited four-year college or university in Business, Property Management, Real Estate Management, Public Administration or a related field. Eight (8) years of experience in the operation of a portfolio of which four (4) years must have been in a management role.
- Five (5) years of demonstrated experience in one or more of the following areas; on-site property management, marketing a mixed portfolio, experience in turning around underperforming assets.
- Five (5) years of demonstrated experience in the asset management of affordable housing, tax credit housing, properties with HUD programs, and/or city and state programs.
- Must have the ability to learn and use cloud based applications such as Google GSuite applications to include but not limited to: Google Chrome Browser, Gmail, Drive, Calendar, Docs, Sheets and Slides. Understanding document sharing and collaboration in the cloud. Experience and proficiency with Microsoft Office 365, cloud accessible applications to include but not limited to: One drive, Outlook, Word, Excel and Powerpoint or MAC or PC desktop equivalent is acceptable.
- Successful completion of a criminal history background check, education, and work history verification, and drug screening test.

Preferred Requirements:

- Master's Degree.
- Nine (9) years of related experience.
- Certified Apartment Manager or Certified Apartment Portfolio Supervisor.
- Certified Property Manager or Accredited Residential Manager
- Certified as a Senior Professional Housing Manager or (Certified Management Executive).
- Yardi property management software experience.
- Elite Emphasis software experience.
- Experience with Google Drive, Gmail, Docs, Sheets, and Slides
- Ability to learn and/or suggest cloud technologies for diagram , workflow and chart drawing. Experience with Vizio or equivalent is acceptable. Basic understanding of Virtual Private Network (VPN) access to connect to internal business systems.

License and Certifications:

- Texas Class "C" driver's license at the time of placement and be insurable by the Housing Authority's liability and fleet insurance carrier.
 - Must have the ability to earn certifications as required by assigned tasks.

Technical Skills:

- Proficiency in math.
- Proficiency in verbal/written communication.
- Understanding and knowledge of regulatory compliance.
- Knowledge of capital planning, financial analysis, and strategic planning and implementation.
- Must be an effective and open communicator with strong decision- making skills.



- Must possess advanced knowledge of operational characteristics and service delivery programs.
- Must possess advanced leadership and management skills.
- Ability to build effective relationships.
- Ability to analyze problems, identify alternative solutions and project consequences of proposed actions.
- Excellent mediation skills.
- Ability to motivate and mentor personnel.
- Ability to enhance the skills of existing employees for current and future responsibilities.
- Ability to assume a leadership role in decision making
- Ability to develop and maintain positive resident relationships.
- Ability to objectively evaluate employees' performance, recognizing achievements and assisting employees in overcoming problem areas whenever possible.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements include occasional lifting/carrying of 30 pounds.

Visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment.

Subject to sitting, standing, reaching and walking to perform the essential functions.
Working conditions are primarily inside an office environment.

Office environment: The noise level in the work environment is usually moderate. High level of interaction with external/internal clients. May be required to work at different properties or sites for interim periods to support business needs.

Outside environment: Subject to environmental elements when conducting visits to various sites or participating in outside events.

Position open until filled

HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.