

Asset Manager

AH/Exempt



This position is responsible for overseeing the day-to-day performance of Harris County Housing Authority's real estate portfolio. Duties include: monitoring all phases of real estate management; operations; maintenance; assisting in the development and implementation of social service programs and special projects for the housing authority.

PRIMARY RESPONSIBILITIES

- Monitor the Authority's real estate portfolio, and ensure program compliance with the Harris County Housing Authority (HCHA), HUD, and TDHCA policies, regulations and standards
- Assist to develop and execute an Operational Management Plan for HCHA's portfolio
- Ensure that private property management firms achieve programmatic compliance and above average management performance by maintaining occupancy, maximizing income and reducing tenant accounts receivable and collection losses, inspecting units and systems, maintaining the functional soundness and physical integrity of the HCHA's property assets through high quality maintenance and operation
- Ensure that the social services are provided in compliance with policies, procedures, regulations and contractual obligations and standards
- Implement proactive strategies to resolve operational, financial and compliance problems
- Develop and maintain relationships with property management companies, and clients
- Review and monitor monthly and quarterly operational reports to evaluate the asset and management performance
- Review and monitor the management companies' preventative maintenance plans, housekeeping inspections, inventory reports for accuracy
- Monitor status reports to ensure that jobs are being closed within 90 days or fewer
- Review 5% of tenant files monthly and evaluate compliance with applicable Federal and State policies, rules and regulations
- Review the management companies' client information, documentation and calculations to ensure effective communication of lease terms
- Ensure all service contracts are procured properly and approve all major purchases in excess of \$5000 that are unbudgeted
- Work in conjunction with the social service providers, tenants, property management staff and vendors to maximize tenant participation and satisfaction through coordination and implementation of tenant events
- Schedule quarterly inspection tours to review janitorial, property safety, appearance and landscaping
- Ensure all properties are in compliance with the governing rules and regulations, and that audits/reports are submitted in a timely manner without any findings
- With the assistance of the construction coordinator, ensure that maintenance and construction expenses/projects are reasonable, reviewed, monitored, and updated
- Implement an asset management tracking system and performance tracking system that is compatible with HCHA's financial software applications
- Review and analyze operating partnership tax returns and work with general partners and accountants to resolve problems and recommend the returns for approval/submission
- Review and analyze annual audited financial statements and follow-up with the general partners and accountants on any issues revealed through the review process
- Develop property budgets, monitor expenses, and determine needed capital improvements
- Monitor year-to-date property performance versus budget and prepare variance explanations for significant income and expense variances; submit a monthly report to the Director of Real Estate Development and CEO
- Monitor tenant account receivables and all payments on vendor/contractor invoices. Monitor compliance with contracts and ensure compliance and contractual agreements.
- Assist the Director of Real Estate Development with preparing annual/quarterly/monthly reports as required
- Provide advice and ensure aggressive rent collection by the private management companies

- Ensure the promotion of excellent tenant relations and customer service
- Establish a rapport with resident leadership groups to foster good working relationships
- Conduct quality assurance reviews/audit in preparations for file reviews and/or inspections by third parties
- Manage relationships with general partners, lender representatives, management agents and local, state and federal officials
- Review quarterly owners' reports to investment partners and recommend approval to the Director of Real Estate Development for approval/submission
- Oversees the informal hearing and informal review process and serves as the hearing officer

QUALIFICATIONS AND REQUIREMENTS

- Bachelor's degree in Business Administration, Public Administration or related field from an accredited college or university required
- Five (5) years of progressively responsible experience in multi-family public housing project management with experience in the area of low-income housing, leased housing, including two years at the supervisory or managerial level
- Class "A", "B" and "C", multi-state affordable housing, rehabilitation and new construction portfolio experience preferred
- Certified Apartment Manager (CAM), Accredited Residential Manager (ARM), Certified Apartment Portfolio Supervisor (CAPS) and/or Certified Property Manager (CPM) designation preferred
- Three (3) years of on-site multi-family management experience and at least one (1) year experience supervising a 600 + unit and 5+ property portfolio
- Excellent written and verbal communication skills
- Strong organizational and analytical skills
- Ability to provide efficient, timely, reliable, and courteous service to customers
- Ability to effectively present information
- Ability to respond effectively to sensitive issues
- Bondable
- Valid Texas driver's license or ability to obtain such within the first thirty (30) days of employment
- Eligibility for coverage under Harris County Housing Authority fleet auto insurance

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

- The employee's job is intermittently sedentary but requires mobility (i.e. climb stairs) to tour and inspect properties.
- The employee will experience some repetitive motion of the hand-wrist when using computer.
- The employee must have a normal range of vision, hearing, and speech to complete paperwork, review documentation, and communicate with authority personnel and contacts on the telephone or in person on a regular basis.
- Work involves the normal risks or discomforts associated with an office environment, and those associated with the on-site inspection of buildings, construction sites, etc. The employee may be exposed to hazardous conditions and weather extremes.

Harris County Housing Authority is an Equal Opportunity Employer. If you are a person with a disability requiring assistance applying for this position, please contact hr@hchatexas.org.