

**POSITION TITLE:** Vice President of Property Management

**DEPARTMENT:** Property Management

**STATUS:** Exempt

**SALARY:** \$105,000 - \$115,000/annually, dependent upon experience

**ABOUT THE WHA:**

At the Worcester Housing Authority (WHA), our mission is to enhance the Worcester community by creating and sustaining decent, safe, and affordable housing that champions stability and self-sufficiency for our residents. As the second largest housing authority in New England, widely recognized for our innovative and progressive programs, we're not just providing housing – we're building futures. We're looking for candidates who are mission-focused, goal-driven, and passionate.

The WHA is committed to developing and supporting a diverse, equitable, and inclusive community both inside and outside of the workplace. Representation is important; our clients come from all walks of life and, not unintentionally, so do our staff. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our agency stronger.

**ABOUT THE POSITION:**

The Vice President of Property Management directs the property management activities related to the organization's diverse portfolio of over 3,000 public housing units. The VP of Property Management directly supervises and guides a team of five property managers located in five satellite offices, overseeing approximately 25 total staff. The VP of Property Management is responsible for the overall successful operations of WHA properties and works to ensure that department operations meet or surpass agency standards and the highest standards of living for WHA residents. The Vice President of Property Management works to strategize short-term and long-term departmental goals, ensure the overall success of WHA properties, and meets or exceeds agency standards. The VP of Property Management should be highly efficient, have extreme attention to detail, confidentiality, integrity, and leadership skills.

This is a full-time, fully benefitted, onsite position in Worcester, MA. The WHA offers a robust wellness benefits package, including generous paid time off, opportunities for training and development, and participation in a pension program. This position will require occasional work outside of normal business hours. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. Bilingual candidates are encouraged to apply.

**ESSENTIAL FUNCTIONS:**

1. Interprets policies, plans, organizes, administers, and coordinates a comprehensive program of management and resident services.
2. Conducts reviews, studies, inspections, and evaluations of apartment units, department operations and standards, and develops creative ideas for improvement of performance and efficiency.
3. Leads a team of approximately 25 staff, ensuring, encouraging, and facilitating clear communication and collaboration for streamlined and consistent processes across offices.

4. Sets clear and effective goals, manages performance, and works to build a strong, productive, and effective team with high morale and opportunities for growth.
5. Reviews goals and objectives on an on-going basis, monitors progress, resolves departmental performance problems, and escalated issues.
6. Reviews state and federal regulations, directives, and laws to discern the impact on the WHA and translates them into clear, actionable policies, protocols, and processes for staff.
7. Ensures departmental compliance with all state and federal regulations, rules, directives, and laws.
8. Works closely with the Public Safety and Legal Departments on court cases, legal, and police matters involving resident issues.
9. Represents the WHA in a variety of community activities and meetings, including occasional remarks on WHA programs to public audiences.
10. Generates and creates reports to track departmental compliance and achievements towards goals and makes recommendations for revisions to policies and procedures.
11. Manages the department budget with the assistance of the Accounting Department, as well as with the Purchasing Department to monitor departmental contracts.
12. Works closely and frequently with other department heads to generate ideas and strategies and to ensure operations and communications are running smoothly across the agency.
13. Performs similar job-related duties as assigned.

**REQUIRED BACKGROUND & EDUCATIONAL EXPERIENCE:**

1. Bachelor's Degree in business, or a related field required.
2. Minimum of five (5) years of staff supervisory experience required.
3. Minimum of three (3) years working in a property management environment required.
4. Thorough knowledge of property management principles, practices, and procedures, including landlord/tenant practices and laws required; knowledge of state and federal regulations governing low-income housing preferred.
5. Understanding of the specific problems related to vulnerable populations, including the elderly, disabled, and families of low income. Ability to interact professionally with people of diverse social, economic, and ethnic backgrounds.
6. Excellent computer skills; familiarity with Microsoft Office products, including Outlook, Word, Excel, PowerPoint, Teams, and other software programs and platforms.
7. Strong conflict resolution skills, able to stay calm and measured during tense situations.
8. Strong analytical skills, ability to create and review reports, evaluate and act on issues, exercise good judgment, make sound decisions, and take appropriate action.
9. Position requires frequent site visits to the various properties within the city. Must possess a valid, insurable driver's license, and a reliable, working vehicle.

**REQUIRED SKILLS & ABILITIES:**

1. Demonstrated leadership skills; confident and comfortable in setting standards, providing support, feedback, and supervision to staff to improve morale, motivate success, and foster an environment of open communication and collaboration.
2. Exceptional interpersonal communication skills (written and verbal), including the ability to train, coach, provide feedback, hold others accountable, and express gratitude and appreciation in a fast-paced, deadline-driven environment with a difficult clientele.
3. Ability to multi-task, stay organized, and manage priorities in a busy environment.
4. Exceptional customer service skills: ability to respond professionally and to mediate escalated issues and complaints effectively.
5. High level of ethics, values, integrity, confidentiality, and trust.

6. Interest in process improvement; ability to analyze processes, identify pain points, and recommend changes.
7. Ability to be relied upon to be available for work, including ability to work overtime and/or weekends, as needed for emergencies, conferences, and after-hours meetings.

**PHYSICAL REQUIREMENTS:**

1. Ability to spend prolonged periods sitting at a desk and working on a computer.
2. Ability to spend significant time walking, including climbing stairs, and driving to visit sites and conduct site inspections.
3. Ability to occasionally lift up to 15 pounds.