



**Worcester Housing Authority
40 Belmont Street
Worcester, MA 01605**

POSITION TITLE: Assistant Vice President of Property Management

DEPARTMENT: Property Management

STATUS: Exempt

SALARY: \$70,000 - \$75,000, dependent upon experience and qualifications

POSITION SUMMARY:

The Assistant Vice President of Property Management (AVP) serves as the second in command for the Property Management Department. Under the supervision and guidance of the Vice President of Property Management, the AVP assists in overseeing the administration of daily operations of the five Property Management offices, comprising approximately 3,000 public housing units, and approximately 25 staff.

ESSENTIAL FUNCTIONS:

1. Interprets policies and plans, organizes, administers, and coordinates comprehensive programs of public housing property management.
2. Reviews and evaluates department operations and standards and develops new concepts for continued performance improvement and streamlining of departmental procedures.
3. Conducts staff meetings as needed to exchange information with Property Managers and department staff, as well as for goal setting, team building, and development of morale.
4. Attends meetings with other WHA department staff, including Maintenance, Modernization, Admissions, Public Safety, Family and Resident Services, and Legal to exchange information, ideas and ensure well-coordinated and efficient functioning of the department.
5. Assists the VP in developing, tracking, and reviewing department goals and objectives.
6. Aids Property Managers in monitoring resident account receivables and ensuring collection goals and objectives are met.
7. Troubleshoots problems for the Property Management offices, resolving and/or escalating issues with staff, residents, or other WHA employees, and exploring opportunities for keeping staff motivated.
8. Assists the VP of Property Management in supervision of Property Managers and departmental staff to ensure standards and expectations are met and procedures followed.
9. Develops and conducts training with both new and existing staff on clerical and managerial functions, including reporting, applications, operating procedures, software programs, performance management, as well as other daily operating functions.
10. Acts as the VP of Property Management in their absence.
11. Evaluates and audits departmental data and reports to ensure a maximum level of consistency, uniformity, and productivity, as well as proper implementation of internal controls and adherence to procedures and regulations.
12. Prepares and submits critical departmental reports to HUD, DHCD, and other partners, funders, and agencies as needed, ensuring state and federal reporting requirements are met.
13. Assists in the hiring of department employees by participating in interviews as requested.
14. Provides input to the VP of Property Management in regard to budget preparation and expenditures.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Four (4) year college degree required.
2. Minimum of three (3) years of direct staff supervision experience.
3. Minimum of five (5) years of experience working in property management.
4. Must be proficient in speaking, reading, and writing in English; bilingual candidates (English/Spanish) preferred.
5. Excellent computer skills, particularly with Microsoft Office applications (Word, Excel, Outlook); ability to quickly learn and utilize internal software programs.
6. Strong organizational and attention to detail skills; auditing experience preferred.
7. Understanding of and ability to work effectively with people of diverse backgrounds.
8. Ability to read, understand, and interpret state and federal laws and regulations.
9. Experience providing training to subordinate staff.
10. Excellent math skills and thorough understanding of accounting principles.
11. Strong interpersonal communication skills and ability to be assertive and exercise leadership.
12. Outgoing, positive attitude and ability to motivate, encourage, and coach staff to achieve goals and keep morale high.
13. Valid, insurable driver's license and adequate transportation to travel to various properties throughout the workday.
14. Ability to be relied upon to be available for work.