

**Volunteers of America of Oklahoma  
Job Description**

Title: Director of Housing  
FLSA Classification: Exempt  
Career Band: Leadership (L1-L2)  
Department: Housing  
Reports to: Chief Executive Officer

Job Summary:

The Director of Housing has a primary objective of providing effective, professional, general management and sound leadership to a team of property management staff at assigned housing locations. The RHM is accountable for creating a team at all sites (both existing and newly developed) capable of delivering excellent financial performance, client service and resident satisfaction.

Job Duties:

1. Recruit, hire, motivate, and train on-site property management staff within the assigned portfolio.
2. Responsible for training their assigned staff following the prescribed "Training Outline" which accompanies each on-site Community Administrator Job Description.
3. Clearly articulates their expectations to the on-site team and hold these team members accountable for successful job performance, as measured by adherence to property budgets, compliance with regulatory restrictions, development of new business opportunities, retention of highly qualified staff, maintenance of physical assets to owner/regulator standards and creation/ maintenance of programs in support of the Volunteers of America mission and Business Plan.
4. Manage properties successfully by having thorough, site-specific knowledge of each assigned property's:
  - a. Economics and Demographics for each metropolitan market and specific sub-market
  - b. Rents at subject properties and competing properties (updated monthly)
  - c. Individual property's competitive strengths and weaknesses vs. competitors
  - d. Property Budgets - monthly compliance and understanding of variances
  - e. Property Physical Asset Issues and long term repair/replacement plan.
  - f. Contract administration for physical asset repairs
  - g. Deal covenants relating to income restrictions/regulatory issues/owner expectations

- h. Each property's income statement, balance sheet and reports including cash flow
  - i. Property management computer related hardware and software systems
  - j. Owner's & regulator's physical asset maintenance expectations
  - k. Sponsor's expectations for social service programs
  - l. Collaborates with the local VOA Affiliate in the creation of programs to serve site residents.
5. Responsible for conveying this knowledge through daily communications and monthly site visits to the on-site teams in order to insure total team success in meeting responsibilities and objectives.
  6. Through utilization of the organizations customer survey process, solicit input from clients, owners, regulators and residents to determine their needs and level of satisfaction with service.
  7. Maintain each property's physical assets in accordance with all housing codes and within the confines of each property's budget. The RHM is also responsible for implementation of a resident and employee safety program, which includes development and execution of emergency plans and training.
  8. Assure employee and property compliance with organization policies & procedures, along with all applicable laws and regulations. In addition, the RHM needs to fully utilize all of the resources available to him/her in order to make his/her teams and properties successful.
  9. Assure the timely and accurate completion of all administrative responsibilities both within VOA and the outside agencies/owners.
  10. Assist with broad reaching team building, work sharing and those additional duties that may be assigned by senior management.
  11. Frequent travel to housing locations.
  12. Ability to work flexible hours, including nights, weekends and overtime.

Additional job duties for new properties in development:

1. Coordinate with Development staff on key issues of Market/proforma budgets assumptions, construction plan reviews and miscellaneous activities to improve the operational viability of newly constructed projects.
2. Participate with development group to give input to business assumptions and assessments leading/contributing to decisions about whether or not to acquire existing properties.
3. Plan and implement opening process for newly acquired or newly constructed properties across the country.
4. Manages the "stabilization of operations" process, including successful transfer to normal operational status, transitioning to appropriate RHM portfolio.

## Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is required to walk, stand, sit for prolonged periods, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift or move objects weighing up to 10 pounds and occasionally lift or move objects weighing up to 50 pounds. Frequent pushing and pulling is also required.

## Qualifications and Skills:

### Required:

- Bachelor's degree in related field.
- Certified Occupancy Specialist (COS) certification.
- Must have expertise and strong competence in tax credit management.
- Five years of supervisory experience.
- Five years of multi-site or multi-state housing operations experience.
- Strong knowledge of property management skills including related financial statements, computer systems/software, regulatory programs, marketing and leasing programs, physical asset knowledge, HUD, Bond, Tax Credit and Conventional financed occupancy related programs, and ability to recruit/hire/ train/supervise and motivate on-site operations personnel.
- Experience/commitment to the development of social service programs as they relate to senior and multi-family housing communities.
- Turnaround experience highly desirable.
- Successful experience marketing new and existing properties.
- Administrative self-sufficiency required.
- Team player attitude absolutely essential.
- Demonstrated track record of exceptional financial and property performance within a sophisticated multi-site/ multi-state operating environment.
- Exceptional experience in the opening and operating of 202, tax credit and market rate apartment communities.
- Competent user of all MS Office Suite applications (Outlook, Word, Excel, PowerPoint, etc.)
- Ability to share information through coaching teaching and training.
- Excellent oral and written communication skills.
- Ability to maintain accurate records and present data contained in those records in a timely manner.
- Understands the needs of elderly individuals.
- Must have and maintain a working telephone contact number.
- Possess a valid Social Security Card.

- Possess a valid Oklahoma Driver's License.
- Have reliable transportation.
- Proof of current car insurance (your name must be on the policy).
- Maintain an acceptable driving record, Oklahoma State Bureau of Investigation criminal history checks, and Community Service Registry Record checks.
- Ability to handle sensitive issues while protecting others' welfare.
- Ability to exercise patience, understanding, creativity, and flexibility.

Certification of Understanding:

The company reserves the right to revise or change job duties as business needs dictate. It is mutually agreed that this job description does not constitute a written or implied contract of employment. It is understood the company reserves the right to change the work schedule as required, to include overtime.

I have read and understand this job description and the professional expectations of the position. I acknowledge this description provides a representative summary of the major duties and responsibilities of the position and that other job related tasks may be assigned by my supervisor.

**This position is subject to random drug testing. Refusal to take a drug and/or alcohol test will be grounds for immediate dismissal.**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee printed name: \_\_\_\_\_