

## Job Description

**Job Title:** Asset Manager

**Department:** Property Management

**Supervisor:** Director of Finance and Asset Management

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

## Summary

Manages the operation and physical management of our residential real estate properties by performing the following duties personally or through subordinate supervisors.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Maintain strong relationships and partner to collaborate on short, intermediate, and long-term real estate strategies that meet clients' objectives and goals
- Develop strategies and recommendations for individual real estate assets and coordinating communication to both internal partners and external clients
- Deliver a broad range of property management services to a diverse portfolio of real estate located in numerous market segments
- Present the status of goals and objectives on an ongoing basis
- Form effective working relationships and networks with vendors, contractors, third party property managers, appraisers, brokers, and other service providers to ensure timely and superior completion of all projects and deliverables
- Travel to real estate locations, client meetings, and internal meetings on an as needed basis
- Maximize revenue, control expenses, and enhance value on retained real estate assets
- Maintain relationships with all tenants on all assigned properties to ensure steady cash flows and enhance the value of the asset
- Ensure the best possible value on acquisitions and dispositions is obtained
- Obtain and maintain industry designations applicable to this position; fulfilling ongoing mandatory education and training requirements as necessary
- Maintain monthly and annual compliance and regulatory deadlines for annual reviews, inspections, and triennial appraisals
- Prioritize and delegate projects to appropriate support resources and oversee ongoing progress
- Adhere to internal policies and procedures
- Prepare documentation required for legal proceedings relative to residential leaseholder matters.
- Work closely with housing development staff to ensure long-term sustainability of new affordable housing developments.
- Research partnership agreements, financing documents, regulatory agreements, tax returns and other sources to determine financing structures and constraints. Develop long term debt plan including amortization of soft debt, refinancing parameters, recapitalization of reserves and cash proceeds for acquisition or distribution.
- Ensure compliance with financial lenders and governmental regulators.
- Responds to all telephone and other communications promptly, courteously and professionally
- Handles and resolves complaints

- May be required to assist in the legal process of pursuing non-payment actions
- Applies sustained and diligent effort to assure fair and consistent lease enforcement
- Walks the property frequently and inspects the apartments, at least annually, to note any deficiencies and take corrective action in a timely manner
- Monitors work demands and controls/assigns work to assure maximum production, productivity and work quality of maintenance personnel
- Reviews reports from the accounting and maintenance budgeting system to track and ensure effective management, preparation of financial reports and budgets
- Prepares reports on tenant operations and tenant account records

## **Education and/or Experience**

Bachelor's Degree 5+ years of experience within Asset Management, Property Management, or Commercial Real Estate preferred or any similar combination of education and experience

Working knowledge and experience managing low income housing subsidy programs like HUD, HCR, and Tax Credits properties

Proficiency in Microsoft Office Suite

Willingness to obtain and maintain industry designations applicable to this position

Ability to fulfill ongoing mandatory education and training requirements as necessary

Strong interpersonal skills and problem-solving ability

Proven record of providing excellent internal and external customer service

Excellent oral and written communications skills

## **Certifications and Licensing**

Registered Apartment Management (RAM), Certified Manager of Housing (CHM), or Certified Property Manager (CPM) Certification and tax certification TaCC's.