

## KENNEWICK HOUSING AUTHORITY (KHA)

### JOB DESCRIPTION

<u>TITLE:</u>	Director of Property Management
<u>REPORTS TO:</u>	Executive Director
<u>DEPARTMENT:</u>	Authority-Owed Properties & Public Housing
<u>FLSA Status:</u>	Exempt
<u>Salary Range:</u>	\$72,806-\$82,514

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#### **Position Summary:**

The Director of Property Management provides strategic leadership and operational oversight of all property management functions for the Housing Authority's diverse portfolio, which includes Public Housing, LIHTC (Low-Income Housing Tax Credit), Project-Based Vouchers (PBV), and other affordable housing programs.

The Director is responsible for ensuring compliance with HUD, LIHTC, and local/state regulatory requirements (including MOR monitoring), while also driving high performance across occupancy, maintenance, resident services, and fiscal outcomes. This position manages a team of site-based and centralized staff, serving as a key member of the senior leadership team.

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#### **Key Responsibilities:**

##### **Leadership & Supervision:**

- Direct, develop, and oversee property management operations across all housing programs (Public Housing, RAD, LIHTC, PBV, HOME, etc.).
- Supervise property managers, leasing staff, and administrative personnel.
- Establish and monitor departmental performance metrics, ensuring goals align with the agency's strategic plan.
- Promote a resident-centered culture that emphasizes accountability, efficiency, and high-quality service delivery.
- Conduct regular staff meetings and training to ensure compliance, efficiency, and staff development.

##### **Operations & Compliance:**

- Oversee day-to-day operations of public housing and other managed properties: maintenance, capital improvements, leasing, collections, and eviction processes.

- Ensure compliance with HUD regulations (Public Housing, LIHTC, PBV, HOME, etc.), local housing codes, and agency policies.
- Monitor and manage occupancy rates, lease enforcement, rent collection, and recertifications.
- Ensure Fair Housing and Equal Opportunity compliance in all housing activities.

**Regulatory Compliance (HUD, LIHTC, MOR, PRAD, HOME):**

- Ensure full compliance with federal, state, and local housing regulations, including HUD regulations (PH, PBV, PRAD), LIHTC rules, and **MOR monitoring** requirements.
- Coordinate with Compliance staff to oversee file audits, income certifications, annual recertifications, rent determinations, and utility allowances.
- Stay current on changes in HUD and tax credit regulations; implement policies and training as needed.
- Oversee preparation for regulatory inspections, audits, REAC, UPCS, and MOR reviews.

**Financial Oversight & Budgeting:**

- Participate in the development of operating and capital budgets for the Property Management department.
- Monitor financial performance of properties, including rent collection, vacancy loss, and operating expenses.
- Identify opportunities for revenue enhancement and cost efficiency while maintaining housing quality.

**Operations & Systems Management:**

- Oversee lease-up activities, waitlist management, unit turnover, rent adjustments, and lease enforcement procedures.
- Ensure proper use of property management software (e.g., Yardi, Emphasys, or Tenmast) for tracking occupancy, compliance, maintenance, and reporting data.
- Work closely with IT and compliance teams to maintain data integrity and system optimization.

**Maintenance & Asset Management:**

- Collaborate with Facilities/Maintenance leadership to ensure responsive, cost-effective, and code-compliant property maintenance and capital repair work.
- Participate in long-term capital planning and asset management strategies for LIHTC and PH properties.
- Monitor maintenance response times, work order completion, and unit readiness standards.

**Resident Engagement & Services:**

- Promote positive resident relations and address concerns escalated by site staff.
- Partner with resident services teams to identify and support resident stability and self-sufficiency initiatives.
- Ensure that resident engagement outcomes, as required by **MOR monitoring**, are effectively documented and reported.

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## **Qualifications:**

### **Education & Experience:**

- Associate's degree in Public Administration, Business, Property Management, or related field (Bachelor's preferred).
- Minimum of 5–7 years of progressive experience in property or asset management, including at least 3 years in a supervisory or leadership role.
- Experience in public housing, affordable housing (LIHTC, RAD), or other HUD-funded programs required.

### **Knowledge & Skills:**

- Strong working knowledge of HUD regulations, Fair Housing laws, and housing operations.
- Excellent leadership, organizational, and interpersonal skills.
- Proficiency in housing management software and Microsoft Office Suite.
- Ability to manage multiple projects and meet deadlines.
- Strong written and verbal communication skills.

### **Licenses, Certifications (Preferred or Required):**

- Must possess and maintain a valid Washington State Driver's License and evidence of a good driving record for pre- and continued employment (must have a valid Washington State Driver's License within 30 days of employment);
- Certified Property Manager (CPM), Public Housing Manager (PHM), or equivalent credentials.
- HQS (Housing Quality Standards) certification is a plus.

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## **Work Environment:**

- Office setting with frequent travel to properties within the Housing Authority's jurisdiction.
- Occasional evening or weekend hours may be required to attend board meetings or community events.

This job description is not intended to be a list of all duties assigned to this position. KHA reserves the right to add or change this job description, reassign, or combine job duties at any time at the executive director's discretion.

**Any offer of employment by KHA is contingent upon applicant's successful passage of a criminal background check, pre-employment physical, and drug/alcohol testing.**

*This is an at-will position subject to funding availability.*