

OPEN RECRUITMENT

Job Announcement



Position Title: Asset & Operations Manager
Department: Development & Asset Management
Positions: 2

SUMMARY:

Under the general direction of the SVP, Development & Asset Management, the Asset & Operations Manager is responsible for the fiscal accountability, marketing development, personnel and physical plan management of the Agencies multi-property residential portfolios. The Asset & Operations Manager works to preserve the value of the Investor Equity and the stream of investment tax credits by working with the general partners, management companies and other related individuals. The Asset & Operations Manager is expected to have an understanding of Partnership agreements, partnership structures, and related real estate issues to achieve the Agencies Asset Management Goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

This position is accountable for the physical, financial, and compliance conditions of the FWHS properties assigned to them, in collaboration with property management teams and internal business partners.

Asset Management

1. Creates and maintains relationship with third party Property Management Companies to ensure properties are operated and maintained to FWHS's standards, and tenant issues are addressed, including but not limited to:
 - Reviews property inspection reports from the FWHS facilities team and required inspections and communicates maintenance and repair issues to property managers; holds property management team accountable for timely completion of physical property needs, including identifying appropriate funding sources, approving invoices, and reviewing budget impact.
 - Reviews financial and operational reports from property managers to evaluate property performance, identify obstacles and opportunities to enhance performance; proactively develops solutions to enhance performance with property managers.
 - Ensures program compliance and tenant complaints are timely addressed and resolved by property managers, including documenting communications and responses, and communicating with appropriate FWHS business partners.
 - Partners with the FWHS housing operations team, property management team, accounting, legal, and other applicable internal partners to elevate and follow through issues for resolution, as needed.
 - Delivers clear and concise written interpretations of regulatory changes or terms to properties and FWHS business partners.
 - Regularly communicates with on-site staff and regional managers regarding physical property conditions, vacancy rates, tenant claims, and other management issues

- Coordinates periodic informational meetings with property management staff to ensure that maintenance, repairs, code compliance and tenant claims are addressed by the management team and resolved
 - Partners with FWHS risk management and legal to report casualty or injuries at properties, coordinate insurance claims and ensure completion of repairs.
2. Partners with property managers to develop and implement property budgets; periodically presents year to date status updates to director and SVP of department; reviews and routes for approval all special budget requests from property managers.
 3. Creates and maintains databases of information including:
 - All relevant property terms (address, operating name, unit type)
 - Subsidy or funding type,
 - Ownership entity structure and partner contact information; partnership agreement reporting requirements
 - Loan terms and requirements; lender contact information
 - Property management company terms and contact information,
 - Applicable property contracts and terms.
 - Repair and maintenance items identified by property inspections, property managers, and FWHS facilities team
 4. Keeps current on all updates and changes affecting the management and operations of FWHS's housing portfolio, and assists in the distribution of information to FWHS and property management staff as needed.
 5. Ensures all required tax, utility and municipal invoices and submittals are compiled and paid in a timely manner; ensures all vendor and service invoices are timely paid by property managers.

Compliance

6. Coordinates the preparation and submission of all HUD or TDHCA-required reports, certificates, and filings for property program compliance with owner partners, property managers, and their compliance teams. Responds to compliance-related questions from FWHS and property management staff.

Investor/Developer Relationships

7. Develops and effectively manages the relationships with the general partners, developers, lender representatives, management agents and local, state and federal officials to ensure communication and coordinate action as needed.
8. Prepares periodic reports for partners and investors, as required by ownership agreements.
9. Responds to special requests for information from investor partners on a regular basis, through informal interactions and formal presentations.

General Portfolio Management

10. Oversees the portfolio's performance and implements proactive strategies to resolve operational, financial and compliance problems.
11. Understands regional rental market trends and conditions.
12. Understands FWHS ownership entity structures.
13. Performs special projects and other related duties as assigned and/or required.



QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies:

- Knowledge of housing authority and affordable housing programs and regulations.
- Knowledge of financial reporting and budgeting for rental properties (multifamily preferred).
- Strong financial analytical skills.
- Excellent written and verbal communication skills.
- Ability to handle confidential and sensitive matters and resolve disputes professionally.
- Knowledge of general office practices and procedures, business English and basic mathematics;
- Knowledge of computer applications and software to develop spreadsheets, databases, and perform data entry;
- Ability to create and maintain effective working relationships with internal and external business partners;

EDUCATION AND/OR EXPERIENCE:

- Associate's or Bachelor's degree from an accredited college or University, preferably majoring in finance, accounting, business administration or related field
- Five (5) years' experience with increasing responsibility in a position with multifamily asset management or public housing agencies, or combination of education and experience.
- Candidate must possess a valid Texas Driver's License and have a clean driving record (fewer than 3 moving violations in the last 3-year period), and must maintain licensure and clean driving record for the duration of employment.
- Candidate must be eligible to be insured under FWHS's fleet insurance policy.

EXPLANATION OF HIRING PROCESS:

Thank you for your interest in job opportunities with the Fort Worth Housing Solutions. All [applications](#) for open posted positions must be submitted via email to asmith@fwhs.org. We encourage you to visit our website often to view and apply for vacant positions with the agency.