



Real Estate Operations Supervisor

JOB DESCRIPTION

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| Title: Property Operations Supervisor | Reports to: Asset Manager |
| Status: Full-time | Category: Exempt |
| Supervises: N/A | Last Updated: July 31, 2023 |

Position Summary

The Real Estate Operations Supervisor is responsible for ensuring that each property in Ability Housing's portfolio is operated in accordance with property management quality standards and optimal efficiency in fulfillment of Ability Housing's mission and objectives and for the enrichment of residents and communities. The Real Estate Operations Supervisor oversees the organization's community managers and third-party firms responsible for delivering property management services to all Ability Housing properties. The Real Estate Operations Supervisor ensures an environment of ownership and accountability that encompasses exceptional customer service for residents and Ability Housing. As a liaison, the Real Estate Operations Supervisor works for and represents Ability Housing as the property owner while managing the performance of third-party property management staff in a collaborative manner to achieve desired outcomes. The Real Estate Operations Supervisor reports to the Asset Manager.

Essential Duties and Primary Responsibilities

The Real Estate Operations Supervisor plays an integral role in ensuring the community property management staff and firms are implementing best practices for the operations of each Ability Housing property.

- Manages relationships with property management firms and partners
- Attracts, develops, and retains a diverse team of managers knowledgeable and capable of meeting the property management needs of each Ability Housing property
- Recruits and selects new hires, conducting onboarding, permanent supportive housing training, property management best practices technical assistance, and efficient operational processes review
- Sets and monitors performance expectations, developing staff, providing resources, and conducting a minimum of monthly reviews

- Mentors community property managers and their teams on professionalism, strong work ethic, and customer service
- Conducts ongoing performance management activities, providing constructive feedback and coaching through regular check-ins, structured one-on-one meetings, mid-year touchpoints, and annual reviews
- Evaluates performance of housing properties, successfully intervening and assisting with resolution of any issues as appropriate
- Conducts initial and annual reviews of community property managers
- Holds self and managers accountable for completing property management tasks and activities aligned with expectations and best practices
- Prepares and disseminates reports to describe issues, needs, plans of action, and timeframes for resolution
- Reports any issues and/or human resources concerns to management agent and Asset Manager to ensure issue ownership, solutions/resolutions, and measurable results
- Tracks and monitors the resolution of reportable incidents
- Works collaboratively with Asset Manager to confirm and maintain clear expectations and standards for each property, communicating regularly to remain abreast of pertinent property information
- Makes recommendations to Asset Manager regarding management agent's systems and processes
- Maintains effective communication with management agent, ensuring expectations awareness and performance adherence
- Assists community staff and management agent in integrating agent's software, tools, procedures, and reports
- Assists community staff to leverage management agent's cross functional support teams to deliver high quality and prompt customer service and resident experiences
- Understands and achieves the financial and operational goals and objectives of each property including but not limited to lease-up, stabilization, compliance, reporting, financial performance, and capital improvement projects
- Takes ownership of controllable key performance indicators such as employee retention, occupancy, rent collections, budget variances, compliance requirements, preventative maintenance, and tenant and case manager survey outcomes
- Conducts periodic site and file audits to ensure compliance
- Manages a seamless transition of managers on properties to prevent any disruption in daily operations
- Ensures reports are prepared and submitted in a comprehensive, accurate, and timely manner
- Maintains information and records in accordance with established standards
- Maintains ongoing and effective communication with the Chief Operating Officer and Asset Manager including timely communication of critical issues
- Performs other duties as assigned

Qualifications

The Real Estate Operations Supervisor will possess the following education, experience, and competencies:

Education

- Bachelor's degree in business administration or related field
- Professional and/or industry certification and/or licensure in property management a plus

Experience

- A minimum of 5 years of experience in property management and operations
- Experience with affordable, workforce, and supportive housing preferred

Knowledge, Skills, Abilities

- Excellent leadership skills to develop and motivate community manager and their teams
- Excellent interpersonal and communication skills
- Organization, prioritization, and time management skills with attention to detail and deadlines
- Excellent decision making, analytical, and problem solving skills
- Ability to effectively manage daily issues and challenges
- Ability to function independently with initiative, self-discipline, and professionalism
- Proven ability to establish and maintain strong working relationships with internal and external stakeholders and constituents
- Ability to manage workload demands and competing priorities in a fast-paced multitasked environment while performing to a high standard
- Ability to handle crisis and challenging situations effectively
- Strong contributor to a team environment
- Adept in technology platforms, database systems, and applications
- Ability to monitor and meet operational and financial goals
- Ability to maintain confidentiality of sensitive and protected information
- Possesses valid Florida driver's license and own actively insured transportation

Success Factors/Metrics:

Some key success factors in accordance with property operations include the following metrics:

- Efficient and effective property management operations
- Adherence to property management expectations, standards, and best practices
- Quality property management customer service for Ability Housing and residents

- Property management stability including occupancy rates and rent collections
- Resident property management satisfaction
- Accurate and timely reports

Work Environment and Schedule

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Requires working at a desk and using a computer and telephone
- Requires use of office equipment and machinery
- Requires ability to travel between work locations
- Requires occasional lift and/or move of objects weighing up to 25 pounds
- Requires vision abilities including to adjust focus

Ability Housing offers a flexible work schedule and hybrid environment. Schedules may vary based upon the demand of each position and staff accommodation. This position primarily requires a regular daily (Monday through Friday) work week with in-person presence. After hours, weekend, and travel are required at times.

Nothing in this position description restricts management's right, at any time, to assign or reassign duties and responsibilities or to revise this position description based on business needs. Furthermore, this job description is not to be construed as an exhaustive list statement of duties, responsibilities, and/or requirements.

Company Expectations of Employees

All employees are expected to

- Adhere to agency policies and procedures
- Report to work on time and prepared to perform the duties of their position
- Dress appropriately and professionally
- Attend required and assigned meetings and trainings
- Be courteous and respectful to fellow employees, agency clients, and company volunteers

Benefits

Ability Housing offers competitive compensation and benefits including medical, dental, vision, and life insurance; long-term disability; paid vacation and holiday; and retirement.

Ability Housing is firmly committed to equal employment opportunity (EEO) in recruitment, hiring, training, and promotion of persons based on merit, qualifications, and competence. Except in cases where required or permitted by law, employment decisions and practices shall not be influenced or affected by virtue of an applicant's race, color, gender, sexual orientation, national origin, age, religion, handicap, or any other characteristic protected by law.