



Job Description

Job Title: Property Operations and Asset Manager

Department: Planning, Development & Operations

Supervisor: Finance Director

Status: Exempt

FTE: 1.0

Salary Range: 34

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice and supporting our entire community to reach its potential. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency and encourage staff to fully engage in those activities.

Job Summary: The primary responsibilities of the Property Operations and Asset Manager are to ensure that all residents have a safe, clean, well-managed and affordable home to live in while operating each building at maximum efficiency. Additionally, Solid Ground is committed to creating opportunities for residents to succeed and be active and responsible members of the larger community with support of our Resident Services Team. Ensuring the long-term stewardship of the portfolio and to be recognized as one of the premier owners of affordable and supportive housing is one of our goals. The Property Operations and Asset Manager has primary responsibility and leadership over all aspects of property management including Property Management Services and Facilities Management and interfaces regularly with resident and program services at Broadview and Sandpoint. The Property Operations and Asset Manager is responsible for a portfolio of a varied combination of owned and leased properties, managed

in house or through contracted LIHTC property management including over 224 residential units at 7 locations and 2 commercial tenants.

Essential Responsibilities, Duties and Tasks:

Property Operations Leadership

- Act as owner's representative in the oversight of Solid Ground's third-party Property Management firm
- Lead, manage, and supervise Solid Ground's facilities team
- Evaluate, recommend improvements in and/or implement internal systems for improving efficiency, better serve our residents, work with contracted property management company
- Represent Solid Ground regarding property operations and owner policies and actions externally.

Core Property Management

- Ensure that all operational, fiscal, and tenant related compliance obligations required by HUD, WSHFC, Seattle Office of Housing, Washington State Department of Commerce, King County, and any and all other regulatory agency with whom Solid Ground has a compliance obligation, are monitored and met to the highest levels.
- Oversee and manage partnership with property management contractor to ensure properties operate efficiently with particular focus on low vacancy, rapid unit turns, and timely collections of receivables and other measures established by the Finance Team.
- Ensure a culture of rapid and transparent communications in Property Management, between departments and with residents and external stakeholders.
- In collaboration with finance team, review and recommend annual operating budgets for each property and participate in quarterly review process and perform annual operating analysis of each property in Solid Ground portfolio.
- Review monthly reports including balance sheets, income statements, rent rolls, and trial balance
- Ensure Solid Ground staff and property management contractor compliance requirements and reporting are completed in a timely manner.
- Contribute to the evaluation of and adjustments to the sustainable business model from a property and facilities perspective.

Customer Experience and Resident Services

- Ensure the highest standard of operation and performance of the Solid Ground portfolio from a customer- centered approach
- Foster communications with resident and program services to ensure that properties are meeting the needs of the resident and commercial communities and that property complaints are handled systematically and in a dignified manner.
- Supports the development and implementation of policies and procedures that address the needs of our tenants.

Facilities, Facilities and Risk Management

- Help ensure Solid Ground properties are maintained to the highest possible standards and in accordance with local, regional, and state standards as a minimum.
- Ensure that repairs at all facilities are carried out rapidly, courteously and to the highest standards practicable.
- Assist in implementing contracts for capital; planned and cyclical maintenance services and review and monitor performance using tenant feedback and other performance indicators.
- Develop system to collect and compile data and information for use in life cycle costing and other projects.
- Maintain a system of managing, tracking, and reporting maintenance work.
- Support the agency and local Safety Committees and lead risk management activities related to properties.

Communication and Relationship Building

- Maintain a good working relationship between the departments through team meetings and other communication methods
- Ensure continuity of work, and that Solid Ground is meeting the needs of our tenants, board members, and investors.

Education & Experience:

Requires one of the following:

- a) High School diploma or GED; preferably a bachelor's degree or technical degree in a related field
- b) Two years of experience partnering closely with contracted service providers; and Five years of experience in real estate industry; preferable affordable housing, with exposure to commercial real estate, property management, asset management, LIHTC, HUD, etc.
- c) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position

Minimum Qualifications

- One year of supervisory experience
- Demonstrated passion and track record of successful action towards anti-racism, anti-poverty, and social justice, preferably in the social sector
- Understanding of Landlord/Tenant laws
- Knowledge of affordable housing finance and regulatory agreements
- Able to facilitate small and large group meetings, discussions, and digital convenings
- Strong interpersonal and public communication skills
- Excellent conflict resolution skills and comfortable in engaging in courageous conversations about equity, race, social services, and program development/purpose

- Proven project management skills with track record of accomplishing deliverables on time

Physical Demands/Working Conditions: This position works in an office setting, performing general office duties. Employees spend 30% of the time on the computer, 60% of the time interacting with staff/clients (80% in the office) and 20 % of their time in the field. Work outside one's worksite includes attending meetings/driving to meetings at Solid Ground program sites and with partners and external stakeholders. Position may ask employees to lift/carry up to 20 pounds rarely, although support accommodates are available. The position has the ability to sit/stand as needed.

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.