



119 West Hall Avenue
San Ysidro, CA 92173
619-428-1115
www.casafamiliar.org

POSITION DESCRIPTION
Property Management Supervisor

Classification: Full-Time (Exempt)
Salary Range: \$70,000 – 80,000
Reports to: Vice President & Chief Community Development Officer

To Apply: Submit resume to hr@casafamiliar.org

Casa Familiar (Casa) was founded in 1973 and is a 501(c)(3) community-based organization dedicated to serving residents in South San Diego County and specifically the border community of San Ysidro.

Casa Familiar's mission is to enhance quality of life for low-income individuals and families through advocacy, social services, education, affordable housing, arts and culture, and community and economic development. **Casa's values are RESPECT, INTEGRITY, FAMILIA, CULTURE, AND COMMUNITY.**

Casa seeks to employ individuals that perform all assignments with a positive “can-do” attitude while demonstrating organizational values. Ideal employees have a strong desire to support Casa Familiar's mission and the community we serve.

POSITION OVERVIEW:

The Property Management Supervisor oversees and coordinates daily property management for current and future properties funded through a variety of private, federal, state, grants and local sources. This includes representing Casa Familiar's ownership interests and maintaining the real estate assets. That portfolio includes housing projects, community facilities and commercial space. The Property Management Supervisor also participates in short- and long-term planning of department goals and objectives. Successful work performance requires skill in coordinating work with other departments and outside agencies. The position interfaces closely with Casa Familiar's Accounting, Asset Management and Community Development staff.

Real Estate Portfolio: Casa Familiar's housing portfolio consists of several affordable multi-family complexes, community facilities and commercial space, located in the southern portion of San Diego County. Its portfolio includes several large affordable housing complexes in which Casa is the managing general partner. Casa Familiar manages a scattered site portfolio of smaller affordable housing complexes

for which it is the sole owner. Casa Familiar also operates several community facilities including office space and recreational facilities owned by the City of San Diego.

JOB SUMMARY:

The Property Management Supervisor will create and lead Casa Familiar's property management strategies, streamline processes, create financial and physical needs strategies, set performance benchmarks, develop plans for corrective actions, including but not limited to collaboration on the development of an eviction prevention protocol and process. The Property Management Supervisor is to ensure optimum property performance and a high-quality affordable housing experience.

In collaboration with the Asset Manager, the Property Management Supervisor will develop the process to establish property goals and outcomes and then measure progress against those metrics. They will ensure the physical, financial and regulatory performance of the properties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Property & Maintenance Management Oversight – 40%

- Establishes and coordinates a communication system involving transactions and activities between onsite staff and the central office to ensure appropriate monitoring and control of property issues and operations.
- Hires, trains, supervises, develops, and terminates the employment of those supervised in accordance with company policies and directives; performs timely performance evaluations on supervised employees.
- Oversee the administration of day-to-day property management and maintenance
- Ensure property is well maintained and that work orders and turnovers are processed timely.
- Monitors, assists, and makes recommendations to improve property operations; reviews occupancy status; recommends rent schedules and prepares rent increase requirements to governing agencies.
- Reviews and audits property administrative and maintenance areas to ensure compliance with industry standards.
- Oversees the resolution of resident issues.

- Inspects the properties at least once a month to ensure the highest standards are maintained; evaluates effectiveness and efficiency of maintenance, grounds, and housekeeping operations.
- Conducts periodic inspection of vacant apartments for market ready condition.
- Assists in or develops corrective programs to ensure physical and fiscal wellbeing of the assets.
- In collaboration with the Asset Manager, prepares annual operating and capital budgets; monitors budget performance and prepares summary reports of same.
- Reviews and approves expenditures within specified budgetary guidelines.
- Negotiates and/or evaluates contracts and makes recommendations.
- Assists in the update, revision and/or development of forms, reports, and manuals relating to property and maintenance issues and operations. Ensures implementation, as appropriate.
- Work with cross functional teams on any needed communication and engagement strategies necessary for successful operation of the properties.
- In collaboration with the Asset Manager, annually review and renew property insurance coverage.
- Prepares and conducts semi-annual portfolio meetings to include all property personnel.
- Establishes ongoing working relationships with lenders and regulatory agency personnel.
- Ensures that regulatory and/or guiding agreements are adhered to and followed.
- Assists in the development and implementation of property management training programs.
- Attends all affordable housing industry meetings and other regulatory agency meetings as required and appropriate
- Assist will annual welfare tax exemption filings in coordination with the Asset Manager.

Compliance and Reporting – 20%

- Ensure compliance and reporting with all income and rent restrictions for all properties.
- Provide oversight of the preparation and submission of required reporting
- Manage property files, loan documents, partnership agreements, operating manuals, and property management plans.
- In coordination with the asset manager, collaborate on a preventive maintenance program for all properties to ensure cost-effectiveness in preserving the real estate assets.
- Develop, provide, and present reports, performance dashboards, and other similar materials as required by various stakeholders.
- Maintain effective relationships with residents, community and industry groups, including partners, investors, lenders, and regulatory bodies.
- Work with the Finance Department to review and deliver audits, budgets, monthly reports and updates to required parties including executive leadership.

Collaboration with Community Development Department 20%

- Work independently and/or in collaboration with Community Development staff to provide access to properties during construction, rehab, and property repairs to ensure project/property stabilization.
- Work in collaboration with Community Development Department to resolve any property related operational matter
- In collaboration with the Asset Manager and Community Development Department, develop Capital Plans for existing or newly acquired properties
- Assist with developing operating budgets for new and existing developments

Other Duties 20%

- Participate in various external working groups dedicated to community development and/or asset and property management
- Participate in various agency events and initiatives as required or needed
- Other duties as assigned

Supervision: This position can expect to oversee a staff of approximately four to five people.

SKILLS, EXPERIENCE, AND EDUCATIONAL REQUIREMENTS:

- Working knowledge of day-to-day property management of multifamily, facilities and commercial properties
- Experience with affordable housing program
- 3-5 years of relevant and progressive work experience
- Supervisory experience
- Certified Property Manager (CPM) designation or candidate status within six months of hire
- Working knowledge of landlord tenant and Fair Housing law
- A systematic thinker who is highly organized
- Willing to take training courses and attend meetings during and after regular business hours
- Effective leader, communicator and collaborator
- Computer Proficiency in Word, Excel, and Outlook
- Knowledge of SharePoint and Salesforce preferred but not required
- Excellent oral and written communication skills
- Ability to read, interpret, and present financial data

- Ability to effectively prioritize tasks and work independently and in groups
- Ability to handle sensitive and confidential information
- Ability to work with diverse cultures and aptitudes

- Bilingual English/Spanish preferred

- Valid California driver's license and regular availability of an insured vehicle for travel within the San Diego County area

ADDITIONAL INFORMATION:

This position requires sitting at a desk or workstation, walking, standing, climbing stairs, hearing, speaking, being able to lift up to 25 lb., and being able to drive to the bank and do other errands pertaining to organizational operations. A background check is required. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. This is a full-time, exempt position with occasional work responsibilities on weekends and/or evenings depending on the season calendar.

Casa Familiar is an equal employment opportunity employer. Casa does not and shall not discriminate on the basis of race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

BENEFITS SUMMARY:

- Medical, dental, vision, and life insurance
- 403(b) Retirement – Casa contributes 3% of your annual income.
- 403(b) Retention Benefit – additional contributions are given based on years of service: 10 years \$5K, 16 years \$10K, 21 years \$15K, 26 years \$20K
- Annually - PTO 5 paid days off (1st year), 8 hours a month of sick leave (12 sick days a year), 12 paid holidays, 6 paid wellness days, paid winter break
- (Dec. 23 – Jan. 3 but dates may vary slightly - this break is subject to change if business needs change)
- Bereavement - up to 5 days
- Jury Duty - up to 3 days
- Employee Assistance Program (EAP)



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- *Potential* for hybrid working

