



POSITION DESCRIPTION
Property Manager (Offsite)

Classification: Full-Time (Non Exempt)

Salary Range: \$25-27/hour (does not include housing)

Reports to: Property Supervisor

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 Manager supports the daily property management activities 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 Manager also participates in and supports 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 Manager supports Casa Familiar's property management strategies. The Property Manager provides day-to-day operating support to ensure optimum property performance and a high-quality housing experience. The Property Manager is directly responsible for overseeing the exceptional customer care and stellar service for the community and residents by managing the site to ensure effective fiscal, physical, and social soundness. The Property Manager oversees the day-to-day operations of the property including administrative, facilities, and marketing.

In collaboration with the Property Supervisor and Asset Manager, the Property Manager will support the physical, financial and regulatory performance of the properties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Day to Day Property Management – 60%

- Collect rents and handle delinquent accounts
- Process applicants and lease units by following the guidelines of the Resident Selection Criteria
- Maintain accurate resident files.
- Prepare, post and mail required tenant notices and flyers.
- Log and request maintenance for units through work order system via property management platform
- Support unit turnovers and leasing process.
- Market and lease vacant units.
- Process unit move outs and disposition of tenant deposits.
- Supports the resolution of resident issues.
- Support lease terminations and unlawful detainers process, as appropriate.



- Inspects the properties at least once a week to ensure the highest standards are maintained.
- Conducts periodic inspection of vacant apartments for market ready condition.
- In collaboration with the Property Supervisor and Asset Manager, prepares annual operating and capital budgets; monitors budget performance and prepares summary reports of same.
- In coordination with Property Supervisor, initiate work by contracted and insured vendors within specified budgetary guidelines.
- 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.
- Attends affordable housing industry meetings and other regulatory agency meetings as required and appropriate
- Assist will annual welfare tax exemption filings in coordination with the Property Supervisor and Asset Manager.

Compliance and Reporting – 20%

- Ensure compliance and reporting with all income and rent restrictions for all properties.
- Support the preparation and submission of required reporting
- Manage property and tenant files.
- Maintain effective relationships with residents, community and industry groups, including partners, investors, lenders, and regulatory bodies.
- In coordination with the Property Supervisor and Asset Manager 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 10%

- 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 Property Supervisor and 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 10%



- 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 does not oversee staff.

SKILLS, EXPERIENCE, AND EDUCATIONAL REQUIREMENTS:

- Working knowledge of day-to-day property management of multifamily, facilities and commercial properties
- Experience with affordable housing program
- Minimum of 1-2 years of property management
- Lease-up experience preferred
- You can execute professional level customer service and multitask effectively.
- You possess good communication skills both, verbal and written
- You have a passion for helping others
- You have a strong knowledge of MS Word, Excel, and Outlook
- Working knowledge of Door Loop platform highly desirable
- 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 (written/oral) required
- 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 since 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)
- Mileage Reimbursement