



## Compliance Specialist

### Summary

The Compliance Specialist is responsible for the evaluation and monitoring of properties to assure compliance with applicable affordable housing programs.

### Duties

- Coordinate and implement file audits to ensure compliance for each property
- Ensure tax credit project first year tenant files are 100% in compliance
- Ensure HUD project tenant files are 100% in compliance
- Work with government agencies on a regular basis to generate and provide monthly reports to numerous government agencies
- Coordinate and perform file audits by testing periodic tenant recertifications to ensure compliance with HUD, tax credit, and RD requirements
- Provide orientation and training to Property Managers on compliance and develop action plans for corrections needed
- Keep current on changes in regional affordable housing regulations and assist in the distribution of this information to asset management and property operations staff

### Qualifications

- A B.S. degree in business, finance, real estate or related field or equivalent work experience is preferred
- Five or more years of experience in property management, asset management, or housing regulatory agency with an emphasis in compliance oversight
- Experience in RD, HUD and LIHTC
- Extensive knowledge of affordable housing, fair housing laws, property management/operations and practices required
- Excellent written, verbal and interpersonal communication skills with attention to detail, strong organizational skills and strong analytical skills for financial and industry data
- Working knowledge of Yardi preferred
- Certification in one or more of the following: COS, C3P, HCCP, NCP, CSC, CLS and/or any LIHTC certification preferred

*The above list of job responsibilities is not exhaustive and you should expect to undertake other tasks that may be reasonably within the scope of this position.*

Please print your name, sign and date to indicate receipt of this job description.

Employee Name	Signature	Date
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## Property Manager

### Summary

Oversees the daily activities of the community including leasing, collections, resident relations, maintenance, general office administration and policy & procedure compliance.

### Duties

#### Marketing

- Develop and publication of advertisements
- Recommend pricing and discount strategies, when appropriate
- Monitor leasing staff effectiveness
- Monitor competitive market area for patterns and trends affecting rent and occupancy

#### Property Maintenance

- Monitor condition of property to provide proactive maintenance service
- Create, update and review maintenance logs and work volume
- Determine least cost and best course of action for maintenance activities
- Coordinate ongoing preventive maintenance service for each apartment every 6 months
- Monitor equipment and supplies inventories as well as supply chain management
- Supervise and coordinate vendors including landscapers, turnover services, technicians
- Assist in securing bids for capital improvements
- Oversee capital projects
- Oversee scheduling of services; turnover, maintenance and seasonal duties
- Provide quality control for physical facility

#### Property Administration

- Provide effective resident relations
- Develop and foster a safe work environment
- Interact with Cambridge regarding ongoing property administration
- Administer property in accordance with Cambridge policies as well as Federal and state law
- Coordinate 7 days per week of administrative, leasing and maintenance staffing
- Coordinate after hours emergency response system
- Maintain clear and complete business records
- Prepare and submit timely reports to Cambridge on an ongoing basis

#### Human Resources Management

- Serve as motivational leader
- Supervise administrative, marketing and maintenance staff
- Optimize staff levels in accordance with property budget and market standards
- Complete periodic performance reviews of employees
- Help develop, implement and monitor incentive compensation programs
- Monitor compensation trends and provide periodic recommendations to Cambridge

#### Financial Management (Income, Expenses and Capital Budget)

- Monitor and manage resident payment practices
- Operate property within established budget parameters
- Seek out and utilize best value service providers
- Optimize the property's financial performance according to market standards
- Coordinate processing of accounts receivable and payables via Yardi

### Qualifications

- Minimum of 2-3 years Property Manager experience, or similar in customer service industry
- Full understanding property management and its financial aspects
- In depth knowledge of all rules and regulations surrounding property management
- Proficiency in MS Office
- Yardi experience preferred
- Customer focus and bottom line orientation
- Interpersonal savvy with strong communication and presentation skills

- Well organized with excellent time management skills
- Must possess strong attention to detail and sales ability
- Willingness to obtain Fair Housing Certification prior to interacting with residents
- Demonstrate an ability to support and contribute to the team
- Strong verbal, written and interpersonal communication skills
- Competence in operation of personal computer, telephone, calculator, copy and machine
- Must possess a positive attitude and the ability to be positive under all circumstances
- Willing to participate in training to comply with new or existing laws
- Ability to work a flexible schedule, including evenings and weekends
- Present a neat, clean, professional appearance at all times while on the job

*The above list of job responsibilities is not exhaustive, and you should expect to undertake other tasks that may be reasonably within the scope of this position.*



## Assistant Property Manager

### Summary

Works in conjunction with the Property Manager to oversee the daily activities of the community including leasing, collections, resident relations, maintenance, general office administration and policy & procedure compliance.

### Duties

#### Marketing

- Contribute to the development and publication of advertisements
- Consult with Property Manager on the pricing and when appropriate, discounting strategies
- Monitor Leasing Staff effectiveness and serve as a motivational leader
- Assist with the monitoring of competitive market area for patterns & trends affecting rent & occupancy
- Participate in weekly marketing meetings

#### Property Maintenance

- Assist with monitoring the property's physical condition
- Monitor maintenance staff's efficiency and compile maintenance logs
- Assist with the coordination of preventive maintenance
- Assist with ordering equipment and supplies
- Coordinate and supervise vendors including landscapers, turnover services, technicians

#### Property Administration

- Provide effective resident relations
- Assume primary responsibility for processing Accounts Receivable, Accounts Payables and move-out settlements
- Interact with management agent regarding ongoing property administration
- Administer property in accordance with management agent's policies & state law
- Maintain clear and complete business records
- Assist with the preparation of timely reports to managing agent

#### Personnel Management

- Assist with the supervision of marketing personnel
- Assist in the direction, oversight and quality control-related monitoring of maintenance staff
- Help develop, implement and monitor incentive compensation programs

#### Qualifications

- Minimum of 1-year apartment leasing, apartment management or customer service experience
- Must possess strong attention to detail and sales ability
- Fair Housing Certification, willingness to obtain prior to interacting with prospective residents
- Demonstrate an ability to support and contribute to community team
- Demonstrate strong verbal and written communication skills.
- Competence in operation of telephone, calculator, copy machine, facsimile, personal computer
- Proficiency in Microsoft Office
- Must possess a positive attitude and the ability to be positive under all circumstances
- Participate in training to comply with new or existing laws
- Ability to work a flexible schedule, including evenings and weekends
- Present a neat, clean, professional appearance at all times while working

*The above list of job responsibilities is not exhaustive, and you should expect to undertake other tasks that may be reasonably within the scope of this position.*