



**Position Description**

<b>Position Title:</b>	Manager, Asset Management	<b>Department:</b>	Real Estate
<b>Reports to:</b>	Assistant Director of Asset Management	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	August 2018
<b>Representation Status:</b>	Unrepresented	<b>Date Revised:</b>	June 4, 2024 March 28, 2022

**Summary**

The primary purpose of this position is to supervise and manage the day-to-day functions and activities of the Asset Management Team of the Real Estate Department; and perform diverse, specialized, and complex work involving significant accountability and decision-making responsibility involving frequent contact with the public. Under general direction, the incumbent plans, schedules, assigns, and reviews the work of staff performing professional, technical and administrative support duties; monitors and performs complex financial performance review and analysis, asset planning, year 15 buy-outs; monitors the execution of the capital needs assessment program; and reviews, recommends and implements financing structures for the affordable housing portfolio managed by the Agency and its affiliates.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority’s (“SCCHA”) mission, strategic goals, and objectives.

**Essential Duties and Responsibilities**

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Supports and may lead complex organizational change by continuously supervising, monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures of the Asset Management team; assesses and monitors the distribution of work, support systems, and internal reporting relationships; and identifies and manages opportunities for improvement.
- Directly or through subordinate staff, monitors the performance of staff and assigned asset’s and affordable housing portfolios; may directly oversee the asset management of one or more properties; ensures assigned portfolios follow state, local, and federal regulations as well as lender and investor requirements; and audit review workflow in collaboration with SCCHA Finance staff.
- Reviews portfolio restructure needs by evaluating appraisals, building operating proformas and making strategic recommendations for Board approvals; manages execution of buy-out strategies and partnership exits by thoroughly reviewing partnership legal documents and purchase option contracts with outside consultants as needed for legal advice.
- Participates in the development, review and implementation of agency and program goals, objectives, policies, and priorities to meet legal requirements and Agency needs; and recommends within policy, appropriate service and staffing levels.
- Directly leads and monitors acquisition and preservation efforts, including due diligence, historical operating and expense data, solutions for capital needs and increased cash flow, and assisting in meeting transactional deadlines and milestones.
- Supports and leads applications for funds; pursues new or alternate financing and other resources for project funding such as tax credits, multi-family bonds, grants, outside loans, property trades, etc.; ensures a viable financing plan is approved for each project.

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- Oversees the development of and makes recommendations on the award of Requests for Proposals (RFP) for professional services such as third-party property management, capital needs assessments and tenant surveys; negotiates and administers contracts including property management providers' agreements, policies, policy manuals, and practices; monitors compliance with contract terms and conducts site visits and file reviews, as well as participates in watch list meetings.
- Finalizes portfolio budgets and develops annual timeline for Property Management (PM); monitors, reviews and updates the development of the property and capital budgets for all properties; coordinates lease-ups of new properties along with SCCHA Development staff.
- Plans, organizes, assigns, reviews, coaches and evaluates the work of staff; trains staff in work procedures; and counsels on, coaches, trains, and develops performance improvement plans and progressive discipline recommendations when necessary.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.
- Evaluates, recommends, and develops improvements in operations, procedures, policies, or methods.
- Prepares and presents clear and concise reports, correspondence, policies, procedures, and other written materials. Researches, analyzes, and evaluates new service delivery methods, procedures, and techniques.
- Conducts research projects, evaluates alternatives, makes sound recommendations, and prepares effective reports including staff and Board reports.
- Effectively represents the Department and the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

## QUALIFICATIONS

### Education and/or Experience

*Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:*

A bachelor's degree from an accredited four-year college or university in a related field and five (5) years of progressively responsible experience of which at least (2) years of has been as a supervisor managing real estate asset management programs, including Housing and Urban Development (HUD) programs, Low Income Housing Tax Credit (LIHTC) and other affordable housing programs.

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Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

### Core Competencies

*This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:*

*Advancing Inclusivity and Leveraging Diversity:* Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer/Client Service:* Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

*Effective Communication:* Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Integrity:* Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

*Job Knowledge and Skill:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively including budget development, financial modeling development, contract administration, Agency-wide administrative practices, and general principles of risk management, operating partnership documents, loan documents, and other legal documents (Partnership Agreements, Operating Deficit Guaranty, Option Agreements, Right of First Refusals), asset valuation principles and acquisition procedures (i.e.. due diligence and close of escrow), construction and architecture, economic and workforce development, commercial and residential property management, housing programs, real estate, and HUD and affordable housing programs. Demonstrates knowledge of or the ability to learn, adhere to, and advise others on general operations of SCCHA, Federal and State programs, including policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned position. Uses appropriate judgment & decision making in accordance with level of responsibility; and researches and reports on various topics using a broad range of methods, techniques, and procedures.

*Judgement & Decision Making:* Exhibits sound reasoning and critical thinking skills by making decisions in line with established Agency expectations. Make decisions in compliance with the law and Agency policies and subordinate personal interests and views while representing the Agency acting in an official capacity.



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Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Strategic Capability and Leadership: Serves as a role model to others by keeping the agency's mission, vision and values at the forefront of decision making and action; applies administrative and leadership principles and practices to work, including strategic goal setting and program and policy development, implementation, and evaluation; supports a culture of professional employee development through mentoring and coaching; provides direction by effectively supporting and/or setting course of action for department, direct reports, and team members.

Supervising and Managing Team Success: Operates effectively within the agency and monitors, supervises and manages, people, resources and risk. Has knowledge of and ability to apply principles and practices of workforce management and employee supervision in the analysis and evaluation of projects, programs, policies, procedures, and operational needs; monitors people and program performance by providing regular feedback and reinforcement to direct reports and team members.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

Technical Skills: Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

**Work Environment/Physical Demands**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**Read and Acknowledged**

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**Employee Signature**

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**Date**

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**Employee Name [printed]**