

Job Title: Southwood Property Manager

Position Location: Charlottesville, Virginia

Reports to: Director of Operations

Employment Type: Full-time, Salaried. Includes occasional evenings and weekends

Overview of Habitat:

Habitat for Humanity of Greater Charlottesville (“Habitat”) is a cutting edge, non-profit organization creating simple, decent, affordable housing in partnership with low-income working families, volunteers and the community of Greater Charlottesville. We build homes and neighborhoods – alongside low income future homeowners called Partner Families – assisted by volunteers and participants from corporate, civic, and church sponsor groups. Habitat was the first in the nation to redevelop a trailer park – Sunrise – into a mixed-income community without resident displacement. Sunrise is now one of eight mixed income communities created by Habitat in Charlottesville.

Habitat is currently redeveloping the Southwood Mobile Home Park, a 120-acre, 1,300 resident community located in Albemarle County. We are working side by side with residents to plan for a mixed-use, mixed-income community of more than 1,000 new homes and businesses. When complete, Southwood will be a national model of compassionate and inclusive resident-led redevelopment. At Southwood and elsewhere, Habitat rebuilds communities via a long-term Asset Based Community Development approach, using the skills and talents of community members themselves to help them achieve their own vision.

Vision for Southwood Property Management:

At Southwood Mobile Home Park, we have seven key drivers that guide our daily operations.

Our vision is to create and execute policies, procedures, and strategies that...

1. center the experience of residents.
2. are compassionate to resident challenges.
3. are fiscally responsible.
4. are in compliance with local, state and federal laws.
5. are in compliance with Uniform Relocation Act (URA) and U.S. Department of Housing and Urban Development (HUD) policies.
6. support residents in preparing for the realities of redevelopment.
7. support residents in identifying and accomplishing their housing goals.

Pre-requisite Requirements:

- Up-to-date on COVID-19 vaccination, including booster
- Bilingual – English/Spanish
- Experience in Property Management
- Nonprofit experience preferred but not required
- Experience working in databases and enjoys working in Excel spreadsheets
- Proficient in Microsoft Suite and Google Suite
- Strong commitment to and belief in the vision for the department
- Ability to work effectively and compassionately with low-wealth residents of diverse backgrounds using tact, diplomacy, and patience

- Exceptional interpersonal skills that benefit interactions with residents, colleagues, and community partners
- Ability to communicate in a calm, professional manner while under pressure and de-escalate whenever possible
- Demonstrated ability to multi-task, plan, organize, and implement multiple projects and meet deadlines
- Team player with a positive attitude--someone who starts from a place of enthusiasm
- Commitment to precise data keeping
- Excellent problem-solving skills
- Proven strategic thinking capability
- Demonstrates ability to manage up and manage people effectively
- Skilled in critical thinking, strong ability to identify areas for opportunity
- Ability to fairly and equitably enforce the rules of the Park
- Commitment to Habitat for Humanity's mission of service to others and to lending a hand to community members enmeshed in generational housing poverty

The Southwood Property Manager is the onsite representative of Southwood Charlottesville LLC/Habitat for Humanity for the mobile home park and is responsible for the day-to-day operations of the park. Functions include, but are not limited to, handling requests for assistance, reviewing applications, enforcing park rules and regulations, collecting payments, managing the Maintenance Manager, and representing the park owner at court. The Southwood Property Manager works closely with the Southwood Rehousing Manager, maintenance staff, and Land Development and Construction staff.

Responsibilities:

Daily Operations

- Supervise Maintenance Manager
- Manage the maintenance of all Southwood LLC physical assets including offices, transitional housing trailers, and trailer rentals
- Manage master leasing rental units in redeveloped Southwood
- Manage Habitat-owned apartment and condominium units in redeveloped Southwood
- Ensure resident understanding of all Park rules and regulations
- Serve as primary point of contact for contractors completing park maintenance and repair activity
- Meet one-on-one with Southwood families as needed, in the office or at their homes
- Answer the after-hours Property Management line, respond to emergencies as needed
- Handle petty cash and remit monthly expenditure reports
- Perform deposits in a timely manner with detailed recordkeeping
- Manage rental experience for all trailer tenants including setting up new leases and responding to repair requests
- Issue and manage Trash Violation and Vehicle Violation notices with Maintenance Manager
- Draft and send complaint notices when appropriate
- Prepare monthly board updates

Relationship Management and Communication

- Keep residents informed of all SW policies through proper and thorough communication; modalities include social media (Facebook), group text messaging, rental invoice inserts, community flyers, and via individual and group meetings with residents as required
- Uniformly apply the rules and regulations of the Virginia Tenant Act and the Fair Housing Laws as they pertain to Southwood operations
- Communicate with police and fire departments when appropriate
- Work closely with Southwood Community Engagement staff and Department of Family and Community Partnerships staff to ensure excellent service is provided to all Southwood residents
- Maintain a positive relationship and open lines of communication with Boys & Girls Club staff

Data & Administration

- Provide Uniform Relocation Assistance (URA) compliance support
- Keep Rent Manager files up to date
- Update Outcome Tracker with resident demographics, contact information, and details on resident interactions
- Receive and record resident requests for assistance; relay requests to Maintenance Manager, other staff, or agency representative as appropriate
- Maintain accuracy of late payment and overdue balance lists
- Develop and manage delinquent rent repayment plans if a resident becomes delinquent on rent/utilities
- Draft summons for unlawful detainer, 21/30 quit or pay notices, material non-compliance notices, notices of judgment, notices of satisfaction, and requests for writ of possession
- Represent SW LLC at court sessions in pursuit of payment and/or possession of trailers
- Manage eviction process
- Administer trailer titling process including applications and DMV office visits as necessary

Other

- Direct and coordinate crime reduction/park security efforts
- Develop and manage the Emergency Response Plan to ensure the Park is well prepared and informed in the event of a storm or emergency
- Perform other tasks as assigned by supervisor

Habitat for Humanity is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, basis of disability or any other federal, state or local protected class. Women, minorities and protected individuals such as those covered by Section 3 are encouraged to apply.