

Job Title: Southwood Assistant Property Manager - Bilingual Spanish and English

Position Location: Charlottesville, Virginia

Reports to: Southwood Operations and Assets Manager

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

Salary: Starting at \$45,000+ salary commensurate with experience

Benefits: 20 days of PTO, 9 paid holidays, Medical insurance, Long term disability, Dental/Vision insurance, Life insurance, Accident insurance, 401(k) with employer match (more information available upon request)

Organization Overview:

Habitat for Humanity of Greater Charlottesville is a non-profit organization that brings people together to build and rebuild homes and communities, so that everyone in Charlottesville can have a decent place to live. We are deeply committed to working in respectful partnership with community members to support healthy neighborhoods.

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.

Position Background and Vision for Southwood Property Management:

The Assistant 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 property management administrative functions. Functions include, but are not limited to, handling requests for assistance, coordinating lease renewals, enforcing park rules and regulations, sending notices, collecting payments and representing the park owner at court. This position works closely with the Southwood Maintenance Manager, Southwood Community Engagement Staff and Southwood Rehousing Staff.

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

- Experience working in databases and commitment to precise data keeping
- 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 and organize to implement and execute projects
- Team player with a positive attitude--someone who starts from a place of enthusiasm
- Proven strategic thinking capability and ability to identify areas for opportunity
- Ability to fairly and equitably enforce Southwood lease compliance and rules and regulations
- Commitment to Habitat for Humanity's mission of service to others and to lending a hand to community members enmeshed in generational housing poverty
- Proficient in Microsoft Suite and Google Suite

Scope of Responsibilities:

Daily Operations

- Serve as primary contact for residents in the Property Management Office
- Ensure resident understanding of the Pad Lease, Park rules and regulations and SW Owned Trailer Rentals
- Draft and send complaint notices when appropriate
- Issue and manage Trash and Vehicle Violation notices with Maintenance Manager
- Receive and record resident requests for assistance; relay requests to Maintenance Manager, other staff, or agency representative as appropriate
- Answer the after-hours Property Management line, respond to emergencies as needed
- Collect, process and deposit rent payments

Data & Administration

- Manage Rent Manager tenant database ensuring all tenant profiles are complete
- Oversee yearly lease renewal process
- Update Outcome Tracker with resident demographics, contact information, and details on resident interactions as needed
- Maintain delinquent account noticing and summons
- Manage delinquent rent repayment programs for eligible tenants
- Draft and deliver 21/30 lease violation notices, pay or quit notices, material non-compliance notices, notices of judgment, notices of satisfaction, and requests for writ of possession as needed
- Represent SW LLC at court sessions in pursuit of payment and/or possession of trailers
- Prepare monthly board updates
- Administer trailer titling process and DMV office visits as necessary

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

Other

- Support coordination of crime reduction/park security efforts
- Support management of 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.