

Title: Senior Housing Management Representative

Job Grade: 7

Division: Housing Management

Work Location: Pittsburgh

Reports to: Manager of Project Operations

The Pennsylvania Housing Finance Agency (PHFA) is growing! We have Full-Time position available for a Senior Housing Management Representative in our Headquarters Office in Harrisburg PA. **PHFA has a Hybrid work environment which consists of a few days in the office and at home during this pandemic.**

Job Purpose

The Senior Housing Management Representative is responsible for monitoring the compliance of a specific portfolio of Agency funded properties. The position is thoroughly knowledgeable of all applicable program rules, regulations and requirements pertaining to the management and compliance of all portfolio projects.

Essential Functions

1. Advise and assist the Manager of Project Operations/Director of Housing Management on matters pertaining to the operations, management, and compliance of PHFA-financed properties.
2. Advise and assist the Manager of Project Operations and the Director of Housing Management in the development of all management policies and procedures for Agency funded properties.
3. Provide staff development and training of new Housing Management Representatives.
4. Supervise and perform annual appraisals for the Housing Management Representatives I and II and Assistant HMR.
5. Assist Manager of Project Operations in the distribution of properties assigned to all Housing Management Representatives.
6. The Senior Housing Management Representative is responsible for their own portfolio as well as the portfolio of other HMRs in their office. Responsibilities include:
 - a. Ensure compliance with all applicable PHFA, IRS, HOME, DCED, PHARE, HUD and CMF regulations, policies, and procedures at all properties.
 - b. Inform the Manager of Project Operations of problem properties and provide written updates as needed.
 - c. Review, approve, and ensure continued compliance with each of their portfolio property's Management Plan, Affirmative Fair Housing and Marketing Plan (AFHMP), Resident Selection Plan, Income and Rent Restrictions, Set-Asides, Fair Housing Procedures, Indenture of Restrictive Covenants, Regulatory Agreements, and all program funding guides (e.g. HUD 4350.3). Ensure that Housing Management Representatives I & II are conducting the same review, approval and ensuring continued compliance with each of their portfolio properties.

7. Schedule and conduct management reviews with Owner, Agent, and on-site staff.
 - a. Update Development Data Reports at each management review.
 - b. Conduct exit interviews to review all findings in need of correction. Follow-up with written correspondence in a timely manner to relevant Owner and Agent personnel of all findings noted during management reviews. Perform follow-up until all items are corrected.
 - c. Record pertinent management review information in the Management Review Database.
 - d. Ensure Accessible Unit Policy is being administered. Track accessible units and ensure that the property is attempting to fill them with households who need the features. Complete quarterly accessible unit report.
8. Participate in the Proposed Development application process. Conduct site visits and complete Proposed Development Site Visit Reports as assigned. Review and approve HMR reports before distribution.
9. Review all applicable legal documents for the office portfolio for new developments prior to commitment and for all changes in Management Agent. Approve all applicable rents. Review/approve the rent floor limits inserted into the PHFA Regulatory Agreement prior to submission of the document to PHFA's legal department.
10. Coordinate with appropriate agency staff to schedule and conduct rent-up meetings with owner and agent of new Agency funded properties at 50% of construction completion.
11. Review and approve staffing section on annual budgets in conjunction with the Financial Analyst, as applicable.
12. Produce quarterly Occupancy and Rent-up Reports, noting reasons for vacancies and rent-up delay. Provide suggestions for increasing occupancy. Review and approve all reports completed by HMRs I & II before processing and forwarding to appropriate parties and/or files/folders.
13. Participate in Senior Housing Management Representative meetings as scheduled by the Manager of Project Operations. Meetings may be in person or via conference call.
14. Assist in the update of the Internal Operations and Property Operations Manuals as assigned.
15. Oversee all property complaints for assigned office portfolio or as assigned by Manager of Project Operations.
16. Provide information for the HUD Error Report and other HUD reports for assigned office portfolio.
17. Participate in a minimum of one Housing Management Workgroup. Chairing a Workgroup is preferred.
18. Participate and aid in development of new agency funded programs.
19. Plan sessions, attend and speak (as applicable) at the annual PHFA Multifamily Affordable Housing Conference. Attendance is mandatory. Exceptions due to extenuating circumstances may be considered with approval from Manager of Project Operations and Director of Housing Management.
20. Follow all policies and procedures per the PHFA Internal Operations Manual.
21. Represent the Agency at events as assigned by Executive Director, Director of Housing Management or Manager of Project Operations.
22. Perform special projects as assigned by Executive Director, Manager of Project Operations and/or Director of Housing Management.
23. Conduct monthly Housing Management Representative Staff meetings (at a minimum).
24. Review/approve travel expense reports for Housing Management Representatives I & II and the Assistant Housing Management Representative.

25. Approve/Disapprove personal, annual and sick leave for Housing Management Representatives I & II.
26. Apply disciplinary measures per PHFA Disciplinary Policy as needed.
27. Review and update the project status report monthly and ensure HMRS do the same.
28. Ensure HMRS complete all work in a satisfactory and timely manner for the office's portfolio. Ensure all deadlines are met.
29. Complete quarterly Accessible Unit Report.
30. Ensure all annual reports and rental /rent schedules are reviewed and approved for the office's portfolio.

Job Requirements

1. College degree from an accredited academic institution. Five or more years of work experience in related field may be substituted.
2. Minimum two years work experience in the management of multifamily housing developments or as an HMR in the Housing Management Division of PHFA.
3. Demonstrated leadership abilities and ability to obtain a high level of staff motivation in order to achieve the highest quality of performance from the staff.
4. Demonstrated ability to plan, organize, and complete work assignments within set deadlines.
5. Demonstrated ability to recognize problem situations and provide sound solutions.
6. Must be able to work under pressure while maintaining a positive attitude.
7. Demonstrated ability to communicate effectively both verbally and in writing, including effectively communicating with internal staff and external customers.
8. Demonstrated ability to work well with supervisors, partners and coworkers.
9. Thorough knowledge of affordable housing programs, e.g., HUD Section 8, Federal HOME, IRS Section 42 – Low Income Housing Tax Credits, Capital Magnet Fund, PHARE programs and other Agency funded programs.
10. CPM designation is preferred.
11. Maintaining a daily physical presence at the office is required to collaborate with team members. (Due to COVID-19, this requirement may be modified).

Physical Requirements

1. Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
2. Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
3. Must be able to work out of PHFA's Harrisburg office (Due to COVID-19, this requirement may be modified).
4. Must be willing and able to travel as assigned.
5. Must be willing and able to attend training sessions.