



Building community from the heart

<b>Company Name/Location:</b>	<b>PEP Housing</b>
<b>Job Title:</b>	<b>VP of Property Operations</b>
<b>Position Type:</b>	<b>Full Time, Exempt</b>
<b>Pay Range:</b>	<b>\$155,000 - \$170,000</b>
<b>Location:</b>	<b>Santa Rosa, CA</b>
<b>Website:</b>	<b><a href="http://www.pephousing.org">www.pephousing.org</a></b>

### **About the Company**

PEP Housing has been building community from the heart since 1978. We build and manage affordable housing for seniors living on fixed, limited incomes. Our residents live independently in a beautiful, safe place while aging with the grace and dignity deserved by all. With 21 properties, over 650 residents and projects under construction, we keep busy!

### **Position Summary**

Reporting to the President & CEO, the Vice President of Property Operations will play a crucial leadership role across PEP Housing, overseeing the operational aspects of its affordable housing portfolio. This position requires a dynamic individual with a strong background in property management, operations, and a commitment to the organization's mission of providing quality affordable housing to low-income individuals.

### **Principle Duties and Responsibilities:**

- Collaboratively serve as a member of the company's leadership team that includes Vice President of Real Estate Development, Senior Director of Business Development & Real Estate Finance, and the Director of Finance.
- With data-focused management, supervise the Director of Property Management, Director of Maintenance, Director of Compliance, and Director of Resident Services to ensure that operations and maintenance of all properties are consistent with overall quality, occupancy, cost, and revenue goals; ensure that all of PEP Housing's properties are maintained in a decent, safe, and sanitary condition at all times; organize assigned work; develop effective work methods that comply with expectations; and partner with internal and external resources to maintain high levels of property performance and standards.
- In conjunction with the Director of Maintenance, oversee the management of the regional warehouse to ensure that adequate supplies of materials and fixed assets are readily available and appropriate to the property sites; oversee maintenance and capital improvement programs to ensure the safety, functionality, and longevity of affordable housing properties as well as develop and implement preventive maintenance plans.
- In conjunction with the Director of Compliance, ensure compliance with all relevant affordable housing regulations, including but not limited to Low-Income Housing Tax Credit (LIHTC), Section 8, and other applicable federal, state, and local housing programs; stay updated on changes in regulations and implement necessary adjustments to ensure ongoing compliance.
- Carry out supervisory responsibilities in accordance with PEP Housing policies and applicable laws, including interviewing, hiring, and training employees; planning, assigning, and directing work; approving and disapproving leave; performance appraisals; rewarding and disciplining employees; addressing complaints and resolving problems; effectively manage performance; ensure efficient utilization of staff resources.



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- Serve as the reviewing official on evaluations of non-supervisory employees rated by subordinate supervisors.
- Address community action groups, professional organizations, and others, as requested, concerning PEP Housing's activities.
- Assist in the development of policies and procedures and short- and long-term planning; manage designated programs, services, and activities; analyze and evaluate the effectiveness of property operations; work to ensure areas of responsibility meet or exceed established goals and objectives.
- Interpret program standards, procedures, and regulations necessary for the effective operation of programs; manage the budget for all area programs; recommend modifications to satisfy changing program requirements and staff adjustments.
- Participate in the development of the annual budget for Property Management Operations; ensure that the area of responsibility operates within established budget; advise the President and CEO and Director of Finance on relevant budget, policy, program, and procedural issues and on the status of all phases of programs.
- Support the President and CEO as needed; attend various public/business, community, and resident meetings with and/or on behalf of the President and CEO; follow up as appropriate; and acts on her behalf as directed.
- Review staff communications to ensure operational program coordination; promote an understanding of PEP Housing's mission, objectives, policies, and procedures.
- Conduct research and analysis of operational activities for efficiency, effectiveness and compliance with overall policies and procedures and all applicable regulations; monitor compliance with regulations, procedures, and effective management practices.
- Ensure that operating procedures are documented and updated/revised as needed.
- Develop data to resolve program and operational issues; identify problem areas; make critical analyses; recommend actions to improve programs.
- Work with resident groups to ensure their participation in the delivery of services to residents and to encourage their involvement in housing management related activities.
- Accomplish special assignments at the request of the President and CEO.
- Prepare reports and correspondence as required; provide timely information to the President and CEO regarding work pending and the rate of progress on major assignments.

**Education, Skills, and Experience:**

- Bachelor's degree in business administration, Real Estate Management, or a related field.
- Master's degree is a plus.
- Minimum of 10+ years of experience in property management, with a focus on affordable housing.
- Minimum of 6+ years in a leadership role of Director level or higher.
- Strong alignment with PEP Housing's mission and its commitment to developing affordable housing for seniors.
- Strong understanding of affordable housing regulations and programs.
- Proven leadership and team management skills.
- Excellent communication, negotiation, and interpersonal skills.
- A strategic and systems-thinking approach, with an eye toward process and outcomes.
- Proficient in budgeting and financial management.

**Benefits:**

PEP's benefits include health/welfare plans (medical, dental, vision, Group Life and AD&D Insurance etc.); 401K plan; work-life benefits (paid vacation and 17 company holidays); Employee Assistance Program, career development opportunities through mentorships and continuing education programs and a great working environment with professional growth prospects.

**How to Apply:**

Please submit resume and cover letter with salary requirements to: [Hr@pephousing.org](mailto:Hr@pephousing.org).

PEP employees are as important as our residents. Our goal is to ensure both have a positive and rewarding experience during their time with PEP Housing. We value our employees, and we take pride in recognizing their outstanding talents and efforts. We are committed to the delivery of superior quality of services based on a foundation of honesty, integrity, and ethical treatment.

*We are an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, genetic information, or any other protected category. Potential employees must submit to all pre-employment processes, to include DMV, reference and background checks.*