



## Director of Property Operations

**Reports To:** Co-Executive Directors

**FLSA Status:** Exempt

Seattle Chinatown International District Preservation and Development Authority (SCIDpda), a 50-year-old community development organization, serves one of the city's most diverse neighborhoods. Its mission is to preserve, promote, and develop the Chinatown International District (CID) as a vibrant community and unique ethnic neighborhood. SCIDpda has been recognized locally and nationally for its innovation in three program areas: property operations, real estate development, and community economic development and engagement. SCIDpda currently has 50 culturally competent staff, many whom speak a language other than English, which enables them to interact with our community. Our staff have a deep love for the Chinatown International District, and understand the importance of our organization in serving the district.

The Seattle Chinatown International District Preservation & Development Authority (SCIDpda) is seeking an experienced and passionate community-oriented leader to lead its property operations. As a community development organization, SCIDpda's mission is to preserve, promote, and develop the Seattle Chinatown International District (CID) as vibrant community and unique ethnic neighborhood. We carry-out this mission through how we operate our properties and serve low-income residents and businesses of the CID. The Director of Property Operations (DPO) is a key member of SCIDpda's Executive Team and will lead residential and commercial property management staff at 6 properties (with two properties to be added in 2023 & 2024).

**General Nature & Scope:** The Director of Property Operations (DPO) reports to the Co-Executive Directors and is part of the Executive Team. The DPO has broad responsibility for leadership and direction of the Property Operations Department, and ensures that our properties are a platform to meet our mission and charter, the goals of the different ownership groups; financially meet the long term obligations of the organization; and are a positive asset to both the organization/ownership and the communities they serve.

The Director of Property Operations promotes the organization's mission and programs internally and externally, works closely with staff to carry out the organization's strategic goals, and identifies current and emerging issues related to the line of business and works collaboratively to address those issues through the development, implementation and management of policies, programs and initiatives. The DPO participates in the analysis and maintenance of SCIDpda's assets. At times, it is a hands-on position that works very closely with residents, tenants, vendors, department staff, as well as other organizational staff.

The Director of Property Operations promotes leadership development opportunities at all levels of the organization. The DPO works with the SCIDpda Board of Directors on specific projects, develops and maintains relationships with community stakeholders and partners, and serves as a spokesperson for the organization.

**Essential Duties** include the following:

### 1. Staff Management

- Manage several direct reports (Commercial Property Managers, Maintenance Supervisor, Residential Property Manager, and Compliance Manager).
- Recruit, hire, train supervise and develop Property Operations staff.
- Support and guide staff to ensure effective building operations.

- Develop and implement department systems, protocols, policies and procedures as it relates to affordable housing, commercial properties and facility maintenance.

## **2. Fiscal and Regulatory Management and Reporting**

- Oversee the physical and economic health, leasing and compliance of all SCIDpda-owned and/or managed properties, including regular review of financial statements.
- Oversee management of all physical assets including, facilitating progress of capital needs improvements and recommending strategies for capital projects.
- Ensure that our properties operate efficiently with particular focus on key performance indicators established by the Executive Team, property owners, and/or the SCIDpda Board. Recommend and implement measures to improve financial performance of the organization.
- Ensure the timely preparation of annual property and department budgets; monitor financial operations; authorize expenditures consistent with adopted budgets. Manage properties to annual energy, water and waste efficiency targets.
- Ensure that all operational, fiscal, and tenant-related compliance obligations required by all regulatory agencies with whom SCIDpda has an obligation are monitored and met to the highest levels. Maintain relationships with key regulatory funding partners lending institutions and customers.

## **3. Policy Development**

- Develop, maintain, recommend, and implement policies and procedures to improve building operations, projects and service delivery; and guide staff in carrying out policies.
- Develop and recommend policies to the SCIDpda Executive Team to improve property operations for existing properties and new project development.
- Maintain knowledge of properties, programs and services, as well as knowledge of the market areas served.

## **4. Customer Relations**

- Ensure positive customer experience throughout our operations. Ensure the health and safety of our residents and tenants, properties are well maintained and all customer requests and issues are handled systematically, timely, and respectfully.
- Ensure that communications between the department, the organization, residents/tenants and external stakeholders are conducted in alignment with our values, our mission and in a culturally competent manner.
- Work with community-based social service agencies to ensure that residents have access to services and opportunities that enhance their quality of life, enhance community within the property and throughout the neighborhood.

## **5. Organizational Leadership**

- Serve as a member of the Executive Team and collaboratively participate in organizational decision-making.
- Oversee Senior Property Operations staff in their day-to-day responsibilities.
- Collaborate and support Real Estate Development, advising in design functionality, determination of project scope, lease-up, resident management, and temporary relocations. Work to ensure smooth transition from development to operations.
- Collaborate and support Community Initiatives, advising in project and program development. Work to ensure that our properties reflect and support community objectives.
- Prepare and submit monthly reports to the Executive Team. Attend SCIDpda Board of Directors' meetings and support Board work.
- Represent SCIDpda regarding property operations, policies and actions in external committees, community activities, and boards or projects that will assist in carrying out SCIDpda's strategic plan. Generate visibility and contacts for the organization.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability

required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Demonstrated history of leadership both formal and informal, and across teams.
- Several years of progressively responsible management experience. Excellent organizational and interpersonal skills to work with and motivate all levels of management and staff. Experience in community development, property management, or social services preferred.
- Knowledge of non-profit administration or operations management, at a level normally acquired through completion of a Bachelor's Degree. Advanced degree or course work preferred.
- Knowledge and experience with public policy and processes.
- Knowledge of governmental regulations, practices and reporting requirements related to property management, and real estate and affordable housing development.
- Certifications in HUD Section 8 Occupancy, Low Income Housing Tax Credits, and Washington State Real Estate License required within 12 months of hiring.
- Ability to plan and analyze financial, fiscal, and business data.
- Ability to shift focus as necessary, manage multiple priorities, and be flexible.
- Proficiency in Windows-based computer programs (Microsoft Office); Yardi proficiency desirable.

**Physical Demands / Working Conditions:** The physical demands here are representative of those that must be met by an employee in a business office environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Work is performed in an office environment with a low noise volume. While performing the duties of this job, the employee is frequently required to read, speak, stand, walk, sit and use a computer keyboard and monitor
- Position may require occasional travel

**Salary** \$92,000-\$97,000 DOE plus an annual bonus of up to 10% of salary based on the organization meeting performance goals.

**Benefits** include medical, dental, and vision coverage, life and disability insurance, and employer contribution toward a 401a retirement plan. Cell phone stipend. Generous PTO package.

This position description generally describes the principle functions of the position, the level of knowledge and skills typically required and the general scope of responsibility. It is not intended as a complete list of specific duties and responsibilities and should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relieve other employees, to equalize peak work periods or otherwise to balance the workload as needed.

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Employee's Signature

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Date

**SCIDpda Mission is to preserve, promote and develop the Seattle Chinatown International District as a vibrant community and unique ethnic neighborhood.**