



Senior Housing Manager

Reports To: Director of Property Operations

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.

General Scope of Work: The Senior Housing Manager (SHM) reports to the Director of Property Operations (DPO) and is part of the Extended Management Team. The SHM is responsible for the leadership of SCIDpda's Housing Operations. The role ensures that our properties are a platform to meet our mission and values, 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 community.

Essential Duties:

1. Staff Management

- Work with DPO to recruit, train, supervise, and develop housing operations staff.
- Support & guidance for staff to ensure effective housing management.
- Develop and implement systems, policies, and procedures to enhance housing operations.
- Support Residential staff in their interactions with other department such as : maintenance, commercial and accounting in order to meet the needs of the properties and agency.

2. Fiscal and Regulatory Management and Reporting

- Work with DPO to oversee the physical, economic health, leasing and compliance of all SCIDpda-owned and/or managed housing units and buildings.
- Ensure that our properties operate efficiently with particular focus on Key Performance Indicators established by SCIDpda Executive Team, property owners, and/or the SCIDpda Board of Directors.
- Work with DPO on timely preparation of annual Housing Operations budgets; and authorize expenditures consistent with adopted budgets.



- Ensure that all operational, fiscal, and tenant-related compliance obligations required by regulatory agencies with whom SCIDpda has an obligation are monitored and met to the highest standard.
- Ensure that staff are up to date with compliance and legal training.

3. Policies & Procedures Development

- Work with DPO to develop, maintain, recommend, and implement policies and procedures to improve Housing Operations and guide staff in carrying out all policies.
- Work with DPO to develop and recommend policies to the Executive Team and SCIDpda Board of Directors to improve Housing Operations.

4. Customer Relations

- Ensure positive customer experience throughout our Housing Operations.
- Ensure that our residents and tenants are in healthy, well-managed properties, and that all customer requests and issues are handled systematically, timely, and respectfully.
- Direct building management and resident services staff to effectively manage resident relations, community building, issues resolution, and lease enforcement.
- Ensure that any communications between the department, the organization, residents and external stakeholders are conducted in alignment with our values, our mission and in a culturally competent manner.

5. Organizational Leadership

- Serve as a senior member of the Property Operations team, serve as the direct lead for Building Managers, Compliance Staff and Residence Service Manager.
- Collaboratively participate in organizational decision making as directed by DPO
- Work with DPO to prepare monthly reports to Executive Team and SCIDpda Board of Directors.
- Attend Board meetings and support the work of the Board as directed by DPO.

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.
- Direct property management experience. Excellent organizational, and interpersonal skills to work with and motivate all levels of management and staff. Experience in community development, affordable housing 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 of governmental regulations, practices and reporting requirements related to property management, and real estate and affordable housing development. Certifications in HUD Section 8 Occupancy, and Low Income Housing Tax Credits
- 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

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.

Salary \$90,000-\$100,000 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.