



**Position Description**

<b>Position Title:</b>	Director of Asset Management	<b>Department:</b>	Real Estate
<b>Reports to:</b>	Chief Real Estate Officer	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	2/19/2025
<b>Representation Status:</b>	Unrepresented	<b>Date Revised:</b>	

**Summary**

The primary purpose of this position is to plan, direct, manage, and oversee the activities and operations within the Asset Management division of the Real Estate Department. This includes short- and long-term planning, and the administration of Asset Management policies and procedures. The Director of Asset Management is responsible for accomplishing departmental planning and for achieving and advancing operational goals and objectives. The Asset Management department collaborates and partners with a broad range of internal and external stakeholders to ensure residents receive excellent service and that our portfolio maintains long-term success.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority’s (“SCCHA”) mission, strategic goals, and objectives.

**Essential Duties and Responsibilities**

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Manages the work of staff, including assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training staff, acting on employee problems, and recommending and implementing discipline.
- Directs all Asset Management activities by managing the financial performance, physical condition, compliance, and key stakeholder satisfaction across the portfolio. Is responsible for the Agency’s portfolio of residential properties, including supportive housing.
- Develops strategies and goals consistent with the Agency’s mission of providing quality, affordable housing and effective administration of all housing programs. Ensures that goals are achieved and allocates staffing and resources accordingly.
- Continuously monitors and evaluates the efficiency and effectiveness of Asset Management service delivery methods and procedures. Assesses and monitors workloads, administrative and support systems, and internal reporting relationships. Conducts organizational and operational studies, identifies opportunities for improvement, and directs the implementation of changes.
- Works closely with Senior Leadership to leverage and maximize cross-department collaboration and approaches. Regularly collaborates with other Directors and leaders in the agency to forward plan and appropriately manage risk. Coordinates activities with other SCCHA departments, other public agencies, external organizations, and the public.
- Monitors and evaluates the financial performance and risk level of the Agency’s real estate portfolio. Utilizes Affordable Housing Investors Council (AHIC) best practices and industry recognized key performance indicators to mitigate risk and maximize financial performance for the Agency’s real estate portfolio.
- Oversees the long-term capital needs planning, re-syndication and repositioning strategies for the entire portfolio. Conducts financial analysis and develops, evaluates and monitors financial strategies to ensure the fiscal health of Agency assets.

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- Negotiates and coordinates complex real estate financial closings and transactions, including refinances and investor exits. Negotiates key Agency vendor contracts, such as property management contracts.
- Oversees the administration of and maximizes the utility of the Agency's asset management database. Monitors reporting mechanisms, dashboards, and systems to develop risk ratings and financial projections to mitigate risk and forecast portfolio performance.
- Provides oversight and direction to property management companies managing tax credit and/or bond financed properties to ensure compliance with partnership agreements, financing covenants, and other legal and operational requirements related to the properties.
- Develops, monitors, and evaluates the Asset Management departmental budget, budget revisions, reviews contracts and work procedures. Performs complex financial and statistical analyses of project expenditures and ensures timely requisition of funds for vendor payments.
- Manages the affordable housing portfolio to ensure compliance with the regulatory agreements, loan agreements, operating agreements and partnership agreements to meet legal obligations in the agreements for renting housing units, maintaining insurance and accurately distributing cash flow based on the agreements.
- Ensures coordination, collection and review of year-end audits and tax returns so they are completed by the applicable deadlines. Ensures timely reporting to lenders and investors and supports strong lender and investor relationships.
- Conducts periodic property visits to confirm staff observations and recommendations, particularly of assets identified as troubled, poised for refinancing and major capital work.
- Identifies legislative issues related to affordable housing activities; prepares analyses, responses, and recommendations for the Deputy Executive Director.
- Represents the Agency in community affairs and conducts meetings with a variety of stakeholders. Attends and participates in professional group meetings and keeps abreast of new trends and innovations in the field of housing assistance programs. Monitors continuing changes in HUD policies and procedures and in local sector housing market conditions.
- Establishes positive working relationships with representatives of community-based organizations, external agencies and companies, SCCHA management and staff, and the public.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.
- Evaluates, recommends, and develops improvements in operations, procedures, policies, or methods.
- Prepares and presents clear and concise reports, correspondence, policies, procedures, and other written materials. Researches, analyzes, and evaluates new service delivery methods, procedures, and techniques.
- Conducts research projects, evaluates alternatives, makes sound recommendations, and prepares effective reports including staff and Board reports.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

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### QUALIFICATIONS

#### Education and/or Experience

*Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:*

A bachelor's degree from an accredited four-year college or university with major coursework in urban planning, business administration, real estate, finance, or a related field and five (5) years of increasingly responsible experience in supervision, general administration, affordable housing, real estate finance, and real property acquisitions. Industry recognized certifications from the Consortium for Housing & Asset Management (CHAM), Housing Choice Voucher (HCV), Low Income Housing Tax Credit (LIHTC), and Fair Housing are desirable. Master's Degree preferred.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

#### Core Competencies

*This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:*

*Advancing Inclusivity and Leveraging Diversity:* Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer/Client Service:* Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

*Effective Communication:* Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Integrity:* Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

*Job Knowledge and Skill:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. This includes preparing, managing, and tracking performance of department budget, personnel and external property management companies within affordable housing. Expected to abide to the policies,

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procedures, goals, objectives, operational entities, requirements and activities as they apply to the assigned position. Uses appropriate judgment & decision making in accordance with level of responsibility; and researches and reports on various topics using a broad range of methods, techniques, and procedures.

*Judgement & Decision Making:* Exhibits sound reasoning and critical thinking skills by making decisions in line with established Agency expectations. Make decisions in compliance with the law and Agency policies and subordinate personal interests and views while representing the Agency acting in an official capacity.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

*Strategic Capability and Leadership:* Serves as a role model to others by keeping the agency's mission, vision and values at the forefront of decision making and action; applies administrative and leadership principles and practices to work, including strategic goal setting and program and policy development, implementation, and evaluation; supports a culture of professional employee development through mentoring and coaching; provides direction by effectively supporting and/or setting course of action for department, direct reports, and team members.

*Supervising and Managing Team Success:* Operates effectively within the agency and monitors, supervises and manages, people, resources and risk. Has knowledge of and ability to apply principles and practices of workforce management and employee supervision in the analysis and evaluation of projects, programs, policies, procedures, and operational needs; monitors people and program performance by providing regular feedback and reinforcement to direct reports and team members.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

*Technical Skills:* Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

## **Work Environment/Physical Demands**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.



**Position Description**

**Read and Acknowledged**

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**Employee Signature**

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**Date**

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**Employee Name [printed]**