



Building community from the heart

**Company Name:** PEP Housing  
**Job Title:** Property Management Operations Manager  
**Position Type:** Full Time, Exempt  
**Pay Range:** \$70,000 - \$78,000/year, DOE  
**Location:** All PEP Property(ies)  
**Website:** [www.pephousing.org](http://www.pephousing.org)

### **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 20 properties, over 500 residents and projects under construction, we keep busy!*

Our employees are as important as our residents, and 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.

PEP's benefits include health and welfare plans (medical, dental, vision, LTD, etc.); retirement plan; work-life benefits (paid vacation and 13 holidays); career development opportunities through mentorships and continuing education programs and a great working environment with professional growth prospects.

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. PEP Housing participates in E-Verify for U.S. citizenship confirmation. Potential employees must submit to all pre-employment processes, to include DMV, reference, and background checks.

**Summary:** The Operations Manager is responsible for the overall successful operations of approximately 700 affordable housing units located in Northern California. This includes oversight of the property operations, property managers, tenant relations, planning and risk management.

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

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

- Analyze monthly performance and budget projections and compare to annual management plan and budget; adjust strategies accordingly.
- Prepare annual property budgets, with input from leadership team and property managers.
- Maintain good working relationship with community partners.
- Regularly communicate and cooperate with leadership team.
- Sit on various committees pertinent to department.
- Stay abreast of property management and other real estate related industry standards, legislation impacting department and industry practices, policies and procedures.
- Prepare reports for the Board; attend Board meetings.
- Select, manage and develop a team of property managers in accordance with company policies, procedures and applicable laws; responsibilities include hiring, training and development of the property management team.
- Conduct and/or facilitate regular training meetings with property management staff.
- Review monthly financials, including aged receivables and conduct annual site inspections.
- Develop and maintain property management systems, including policies and procedures.



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- Directly supervise and work closely with the property managers to provide leadership for department.
- Ensure coordination of property operations, including building maintenance and rehabilitation work.
- Evaluate and recommend additional trainings for property managers as needed.
- Mentor and train property managers on various best practices through a hands-on training approach and through special focused training seminars lead and designed by you.
- Provide technical assistance to property managers.

**Education, Skills and Experience:**

- Bachelor's degree in business, real estate development or related field preferred with sufficient experience to provide strong leadership in property management.
- A minimum of three (3) years equivalent level experience in managing a property management department or division strongly preferred.
- Experience managing staff required.
- Experience in residential property management required, including affordable housing.
- CPM and/or Real Estate Broker license preferred. A minimum of two (2) years' experience managing an apartment complex required; low-income or affordable housing experience preferred.
- Ability to promote harmonious and congenial relations among staff, residents, vendors, and persons of the larger community.
- Compassion and understanding for the elderly and individuals with disabilities required.
- Ability to analyze, evaluate and act on issues and/or problems, reach sound conclusions and take appropriate action.
- Strong knowledge of property management and tenant/landlord practices, laws, rules and regulations.
- Familiarity with building maintenance systems.
- Good command of leasing practices.
- Experience with Boston Post property management software a plus.
- Knowledge of government housing programs and regulatory requirements.
- Bilingual, English/Spanish & bicultural a plus.
- Possess good verbal, written and interpersonal communication skills, as well as solid computer skills.
- Strong management, team-building and interpersonal skills.
- Strong administrative skills.
- Sensitivity to racial, social, and economic diversity.
- Must comply with all applicable rules and regulations of PEP Housing.

Qualified candidates can apply by emailing resumes to [sharonr@pephousing.org](mailto:sharonr@pephousing.org).

*COVID-19 considerations:*

*PEP Housing requires employees to be vaccinated.*