Berkshire Housing Development Corporation
Berkshire Housing Services, Inc.

Berkshire Housing Development Corporation (BHDC) is a private, non-profit organization whose purpose since 1971 has been to improve the quality of life for residents of Berkshire County by increasing affordable housing opportunities; delivering community development programs and projects, and operating a professional, full-service property management company (Berkshire Housing Services Inc. (BHSI) that manages affordable housing, private community associations and commercial property.

JOB DESCRIPTION
Director of Property Management

Main Responsibility:
Supervise and support the Property Managers and provide direction and guidance as needed in operational issues and with relations with owners, boards, investors, lenders and regulators of BHSI managed properties. All properties shall be managed in accordance with the owner’s objectives, BHSI management systems and conform to federal, state, city, and funding agency guidelines and regulations. Emphasis is placed on providing a safe and decent living environment for tenants and owners while focusing on protecting an owner’s investment.

Asset Management:
Assessment of Operational Performance:
- vacancy rate
- apartment turnover
- average days vacant
- rent delinquency/eviction
- compliance audits/reviews
- Property Managers are responsible for coordinating and communication within BHSI and externally on compliance audits, MORs, REACs, DHCD reviews, Spectrum, Investor, and Owners
- Appoint debt collection agency and monitor debt collections from past residents

Property Manager begins preparation of operating/capital budgets a minimum of 120 prior to properties fiscal year end.
- First drafts of budgets are due for internal review a minimum of 90 days prior to the fiscal year end.
During the next 30 days draft budgets are submitted to budget committees or Boards for input and review.

All budgets must be approved no later than 30 days prior to the end of the properties fiscal year end.

Approved operating/capital budget is then forwarded to the accounting department prior to properties fiscal year end. The accounting department must receive a copy of each sheet of the budget including the annual spread outlined per month. The accounting department must receive, no later than 15 days prior to the end of the properties fiscal year, documentation noting any change in the monthly reserve contributions as well as any changes.

**Respond to dashboard/trackers**

- Rent Increases
- Contract Renewals- management agreements, vendors contracts, insurance, utility contracts
- permit expiration
- annual unit inspections
- Responsible for HAP contract renewals
- Responsible for coordinating Change of Management Agent process when taking on the management of new property

**Capital Improvements**

- Scoping and Implementation - Working with Property Manager, owner and consulting design professionals, develop and implement proactive capital improvement plan for each property that protects physical assets, promotes energy efficiency and maximizes property’s attractiveness and livability.
- Together with the BHSI President, oversee management contract negotiations and renewals with properties under management.

**Staff Support and Supervision:**

- Assist as needed in resolving disputes in the projects currently under management.
- Assist Property Managers as needed with lease negotiations with new commercial tenants and renewals of existing leases. Report final terms of the lease with VP of Finance/Accounting Department to assure proper recordkeeping.
- Coordinate with Property Managers and HR Manager with hiring, disciplining and dismissals of employees working at projects under management.
- With the assistance of HR Manager, conduct regular performance appraisals of Property Managers. Evaluate training needs of staff; develop and implement training plan
- Support property managers in housing court and attend court mediations
- Attend board meeting with owners and HOA
- Director of Property Management may be required to manage some properties directly
- Other duties as they arise

**BHSI Organizational:**
- Help identify new business opportunities for BHSI and negotiate new contracts, working with BHSI President as required.
- Represent BHSI in the community and with DHCD, MassHousing, HUD and other funders and regulators.
- Evaluate internal Property Manager Policies and Procedures and recommend revisions and new processes as needed that will promote accuracy, operational efficiency, cost savings and improved employee morale.
- Work with the President and Vice Presidents evaluating property management operations including staffing level and effectiveness of PMs and PM administrative support staff; communication and functioning across Leasing/Occupancy department and Accounting department.
- Responsible for the renewal and bidding out of property insurance of BHSI, BHDC, and managed properties
- Oversee Berkshire Renovation Services, an internal identity of interest component of Berkshire Housing Services that provides maintenance services for our managed properties
- Review property tax valuations for managed properties and apply for exemptions and re-evaluations as needed
- Point of contact for any legal claims pending against managed properties and/or BHSI
- Point of contact for customers seeking property management services
- Responsible for drafting tenant correspondence on behalf of BHSI

**Position Requirements:**
1. Must have a valid Driver’s License as issued by state licensing authority
2. Must be available for property emergency calls in evenings and weekends
3. Must be available to attend scheduled evening and weekend Board Meetings
4. Must be proficient in Microsoft Word, Excel and Outlook
5. Experience in LIHTC, Section 8, and other affordable housing
6. CAM or CAPS (or equivalent) designation preferred
7. Experience managing 800 units or more
Job Classification: Supervisory Staff, Full Time

Work Schedule: full-time schedule 8-4:30. Can be flexible based on the needs of the successful candidate.

Benefits:

- Health insurance
- Dental insurance
- Retirement plan
- Paid time off
- Vision
- Flexible spending
- Life Insurance

Application Procedures: For consideration, please submit cover letter, resume, and names and telephone numbers of three current professional references to HR Director email dmcginness@Berkshirehousing.com