Director of Community Management

The Organization

Since 1983, Piedmont Housing Alliance’s mission has been to create affordable housing opportunities and foster community through education, lending, and development. Piedmont Housing has been a regional leader in developing multi-family housing with the twin goals of 1) creating and preserving sustainable, affordable apartment homes, and 2) building communities with responsive community management, intentional resident engagement, and robust resident services. As a CDFI and a HUD-certified Housing Counseling agency serving both urban and rural struggling renters and aspiring homebuyers, Piedmont Housing also provides financial education and counseling as well as down payment assistance to income-qualifying clients.

Today, a two-fold urgency compels our growth trajectory. We work amidst a regional housing crisis with rapidly escalating housing costs placing undue burden on low-wealth families. Relatedly, there is a critical need to redress the historical economic, social and educational barriers faced by these same families. Our Board and staff are concerned with redressing the historical racial barriers in housing, and the resulting inequities in financial assets, wealth, and homeownership carried down across generations. We believe that Piedmont Housing – as a nonprofit housing organization expanding access to homeownership, household financial capacity, and affordable housing – is uniquely situated to address racial equity in housing and community-building across the region.

Crozet Meadows
The Opportunity

The Director of Community Management will manage a team of community managers, leasing consultants, and maintenance technicians effectively, with empathy, and in alignment with Piedmont Housing Alliance's racial equity goals. The Director is expected to manage a complex workload of multiple projects in a collaborative environment with minimal supervision and must have the ability to meet deadlines, apply critical thinking skills, communicate clearly, anticipate problems, utilize strong organizational skills, pay attention to detail, and delegate appropriately to ensure a well-integrated and effective team environment. This position entails managing daily operations, supervising team members, coordinating with various stakeholders, and ensuring all policies and procedures are upheld.

The Director of Community Management will have the authority and scope to lead the community management team to ensure client retention and growth; maintain extensive knowledge of all client accounts and support an effective communication system to reach out to clients on a consistent basis. The Director will provide oversight and guidance to all properties and staff, including, but not limited to, repairs and maintenance, compliance, safety and security, lease enforcement, rent collection, vacancies, budgets, vendor management and annual inspections, following provisions of Virginia Landlord Tenant Law, Fair Housing Law and Americans with Disabilities Act law.

Ideal Candidate

Piedmont Housing Alliance’s new Director of Community Management should be passionate about the organizational mission, bringing optimism and enthusiasm to the mission-driven work of positively and equitably impacting low-wealth families throughout the region.

High emotional intelligence is essential for this role. The ideal candidate is an effective and confident communicator and relationship builder. The Director of Community Management's responsibilities touch all members of Piedmont Housing communities.

The ideal candidate calmly navigates in a dynamic and fast-paced, rapidly evolving environment. Decisive and positive, the ideal candidate is a creative problem solver who listens actively and has excellent interpersonal communication.

Balancing both humility and the drive to have positive impact, the ideal candidate embraces the servant-leader spirit.
Qualifications + Requirements

Essential Duties and Responsibilities

- Identifies opportunities for inter-department collaboration and effectively builds relationships to facilitate cross-functional teams and a team environment rooted in respect and accountability.
- Encourages a collaborative and accountable leadership approach with community managers for department oversight and portfolio management.
- Collaborates with Deputy Director and Resident Services Coordinator to build policies and procedures that focus on tenant housing stability and eviction prevention.
- In partnership with other Directors, commits to reinforcing, participating in, and leading organizational racial equity efforts as they relate to organizational culture, policies and procedures, and community management operations.
- Supervise 20+ Community Managers and maintenance staff at 11+ properties.
- Hires, trains, mentors, evaluates, and supports assigned staff.
- Support staff teams at properties.
- Meets regularly with direct reports, supports professional development and ongoing work.
- Ensures new managers received comprehensive training within the first 3 months.
- Covers for absences for portfolio managers.
- Monitors monthly financial reports to ensure adherence to operational budgets.
- Oversees drafting of the annual property budgets.
- Supports staff in enforcing Piedmont Housing rent collection policies and procedures.
- Ensures monthly batch reports are turned in and processed.
- Tracks and reports to Deputy Director/Executive Director on vacancies, delinquencies, certifications due, financials, resident concerns, and other key metrics using property management software and tools.
- Continues and further develops Piedmont Housing Alliance’s Eviction Prevention Program to reduce evictions across the portfolio.

Youth at Friendship Court visit the ice cream truck

Mr. Green (resident)
To Be Considered

Interested candidates should email a cover letter and resume to careers@piedmonthousing.org by August 3, 2020. Interviews with strong candidates will be scheduled on a rolling basis.

Piedmont Housing Alliance is an Equal Opportunity Employer. We are committed to building a team that uplifts and values inclusive policies and equitable practices. Candidates of all races, ethnicities, nationalities, religions, genders, sexual orientations, ages, and abilities are encouraged to apply.

Salary + Benefits

Salary range for this position is $71,423 – $87,295, based on skills and experience; benefits include medical insurance, dental insurance, disability and life insurance, 403(b) retirement plan with company contribution and matching, employee assistance program, and professional development opportunities.