

\*\*\* Please apply through our careers website: <https://careers-edenhousing.icims.com/jobs/1548/associate-director-of-compliance/job> \*\*\*

#### **POSITION SUMMARY**

Under the direct supervision of the Vice President of Systems and Infrastructure, assists in ensuring that Eden provides high quality compliance and property management to the people who reside in the units.

In conjunction with the Director of Property Operations, Associate Director(s) of Operations, the Associate Director of Facilities, development staff, compliance staff and the Property Supervisors, ensures leasing and occupancy procedures are carried out in conformity with local, state, federal, lender, investor and regulatory requirements; and that all properties are operating at their optimum capacity.

Directly supervises the compliance manager and compliance specialists. May also supervise the lease-up manager. Manages the contracts and performance of third party compliance consultants and contracts. Takes a leadership role in the formulation of compliance procedures and oversees adherence to them.

#### **Essential Duties & Responsibilities:**

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Demonstrates a comprehensive knowledge of affordable housing regulations and acts as a resource to all staff on compliance matters.
- Stays abreast of legislation, regulations and issues that may impact property management operations; interfaces with government regulatory agencies as management agent and ensures regulatory compliance; maintains effective working relationships with representatives of city, state and federal agencies, industry peers; and others involved with government. Disseminates relevant information, as appropriate to supervisor and property management staff.
- Works in conjunction with the Vice President of Systems and Infrastructure to develop and maintain compliance and systems standards, including but not limited to Yardi compliance, Eden's Scorecard, and any future system identified to assist with compliance performance.
- Assists in developing policies, procedures and monitoring systems for affordable housing compliance.
- Monitors, assists, and makes recommendations to improve property operations compliance.
- Assists in the update, revision, and/or development of forms, reports, and manuals relating to property management compliance issues. Ensures implementation, and monitors progress as appropriate.
- Establishes and coordinates a communication system involving transactions and activities between onsite staff and the Central Office compliance team to ensure appropriate monitoring and control of property compliance issues.
- Provides leadership in the development of property goals related to the compliance measures.
- Oversees the completion of regular file audit inspections of selected portfolio properties to ensure they are maintained to Eden standards.
- Works with Director of Property Operations, Associate Director(s) of Property Operations and all property manager and compliance staff to ensure annual recertifications are completed on schedule.
- May oversee third party move-in certification and annual recertification vendor.
- Assists in the development and implementation of property management compliance training programs.
- Attends all HUD industry meetings and other regulatory agency meetings as required and appropriate.
- Effectively leads and works in a collaborative manner with different individuals and departments to include Property Management, Resident Services, Accounting, Real Estate Development, and Human Resources.
- Effectively oversees the Compliance Manager and Compliance Specialist positions in their efforts to maintain compliance with regulatory agencies and Eden policies and procedures.

- Serves as the 504 Coordinator and manages the processing and approvals of reasonable accommodations and modifications.
- Oversees any third party contractor or consultant that provides, or may provide, compliance related services for the organization.
- Provides leadership in the development of property goals related to the compliance measures.
- Oversees the completion of regular file audit inspections of selected portfolio properties to ensure they are maintained to Eden standards.
- Works with Director of Property Operations, Associate Director(s) of Property Operations and all property manager and compliance staff to ensure annual recertifications are completed on schedule.
- May oversee third party move-in certification and annual recertification vendor.
- Assists in the development and implementation of property management compliance training programs.
- Attends all HUD industry meetings and other regulatory agency meetings as required and appropriate.
- Effectively leads and works in a collaborative manner with different individuals and departments to include Property Management, Resident Services, Accounting, Real Estate Development, and Human Resources.
- Effectively oversees the Compliance Manager and Compliance Specialist positions in their efforts to maintain compliance with regulatory agencies and Eden policies and procedures.
- Serves as the 504 Coordinator and manages the processing and approvals of reasonable accommodations and modifications.
- Oversees any third party contractor or consultant that provides, or may provide, compliance related services for the organization.

The Associate Director of Compliance is expected to collaborate with the Vice President of Systems and Infrastructure to:

- Work with Real Estate Development Department and other appropriate departments to assure effective operations planning for new developments, including oversight and documentation of ongoing compliance requirements.
- Work with other operating departments to develop effective and efficient policies and procedures to assure that overall effectiveness of the property management operation.
- Work to facilitate a spirit of cooperation between departments at all levels of the company.

In collaboration with the Vice President of Systems and Infrastructure, works on team building related activities across the property management department to:

- Establish and maintain compliance standards at the highest level achievable and assure that a maximum level of customer service to residents is provided.
- Promote "excellence" in residential property team management relations.
- Assure Property Management team maximizes occupancy and regulatory compliance through the minimization of delinquent rent and vacancy loss.
- Oversee the development and implementation of compliance training programs for Property Management.

#### **Qualifications:**

##### **EDUCATION and/or EXPERIENCE**

Bachelor's Degree or equivalent plus demonstrated knowledge in the implementation and maintenance of compliance programs, including but not limited to Department of Housing and Urban Development (HUD), Low Income Housing Tax Credits (LIHTC), Tax-Exempt Bonds, Rental Housing Construction Program (RHCP), California Housing Rehabilitation Program (CHRP), Rural Development (RD or USDA), California Housing Finance Agency (CHFA), and Assisted Housing Program (AHP) properties.

Knowledge of applicable local and federal housing laws including Fair Housing and Landlord and Tenant laws required.

## **PREFERRED SKILLS and/or ABILITIES**

- Proven ability to direct departmental activities; lead by example; formulate and execute company-wide goals and objectives and assess achievement
- Superior leadership skills with emphasis in staff supervision and development, particularly during a time of organizational transition; strategic thinker.
- Knowledge of affordable housing regulations, including but not limited to HUD, Low Income Housing Tax Credits, Tax-Exempt Bonds, RHCP, CHRP, CHFA, and AHP.
- Knowledge of regulatory agreements and ability to interpret same.
- Thorough knowledge of landlord-tenant and fair housing laws and procedures.
- Knowledge of basic employment laws as they relate to equal opportunity, hiring, training, promotion, evaluation and termination.
- Strong supervisory, personnel management, organizational, analytical and problem solving skills.
- Ability to delegate and communicate property management policies and procedures.
- Computer literate. Proficient in Word and Excel. Experience with property management software (Yardi experience preferred).
- Excellent communication (verbal and written), problem solving, interpersonal, decision-making, interpersonal and time management skills.
- Ability to communicate and interface professionally and sensitively to staff, board, residents and public.
- Ability to represent the company to public officials and community groups.
- Ability to work under pressure and successfully meet deadlines.
- Must be able and willing to travel to all company locations to carry out duties and responsibilities associated with the management of property portfolio.
- Ability to handle shifting and multiple priorities in a fast paced, growth environment.
- Experience working with diverse groups, i.e., staff, residents, outside contacts.
- Commitment to the companies' goals and philosophy.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- Current COS or attainment within six months of hire.
- Current tax credit certification or attainment within six months of hire.
- CPM Certification or candidate status or ten years' experience in housing industry
- Must have reliable automobile transportation and a valid California Driver's License and insurance.
- Valid California Driver's License and insurance required.

## **LANGUAGE, MATH & REASONING SKILLS**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, government regulations, loan documents, financial reports, regulatory agreements and other legal documents. Ability to respond to inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information to top management, public groups and officials, and/or boards of directors. Ability to calculate figures and amounts such as discounts, interest, proportions, percentages. Ability to produce budgets and analyze financial reports, income statements and perform cost analyses.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. Physical demands include writing/typing, use of computer and paper files, answering phones, attending meetings.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

## **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.

**JOB DESCRIPTION REVISION**

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this job description is intended to be an accurate reflection of the current job management reserves the right to revise the job or to require that other or different tasks are performed when circumstances change. This job description replaces all previous descriptions for this position.

\*\*\* Please apply through our careers website: <https://careers-edenhousing.icims.com/jobs/1548/associate-director-of-compliance/job> \*\*\*