

Property Operations Specialist

Department: Property Management

Office: Kiku Crossing

Location: San Mateo, CA

WHY MIDPEN

At MidPen, we build communities that change lives. Since 1970, we have been committed to our mission: to provide safe, affordable housing of high quality to those in need; establish stability and opportunity in the lives of residents; and foster diverse communities that allow people from all ethnic, social, and economic backgrounds to live in dignity, harmony, and mutual respect.

We develop affordable housing, provide professional property management for all our communities, and coordinate robust onsite support programs that help residents thrive. We are active in 12 Northern California counties and have earned recognition as one of the nation's leading non-profit developers and stewards of affordable housing. Our current portfolio of more than 130 properties is home to 20,000 working families, seniors, and people with special needs. We take pride in delivering affordable housing solutions, and we invite you to join us on a journey toward social, economic, and racial equity.

ABOUT PROPERTY MANAGEMENT

The Property Management team is responsible for operating and maintaining our beautiful communities, but beyond that, they are relationship builders and the heart and soul of MidPen. Rooted in our ICARE values (Integrity, Collaboration, Accountability, Respect, and Excellence), and our Guiding Principles of diversity, equity, inclusion, and belonging, Property Management works closely with our residents, our community partners, and their fellow MidPenners, including close collaboration with our Resident Services team.

BENEFITS AND COMPENSATION

In 2023, MidPen was again certified as an official Great Place to Work®, and for good reason! In addition, we offer a best-in-class benefit package that includes healthcare options (Kaiser or Sutter), dental, vision, life & disability insurance. We also offer a wide range of voluntary benefits; 403(b) retirement investment opportunity and annual financial literacy and retirement planning options, FSA for childcare, medical and commuter benefit options, Employee Assistance program and pet insurance for our furry, feathered, and scaled friends. In addition to 14 paid company holidays, which include a paid winter holiday break between Christmas and the New Year, we offer 4 paid wellness days for employees to disconnect and recharge. As a learning organization, we encourage professional development and career advancement, and we offer up to \$3,000 annually (\$12,000 lifetime maximum) for education assistance with tuition reimbursement and/or loan debt relief that includes qualified family members. And, as a family-friendly company, we offer a paid time off parental leave benefit of 12 weeks in a 12-month period for new or expecting parents. Check out our benefits snapshot on our careers page.

PAY RANGE

\$29.33 - \$35.10 Hourly - Pay based on applicable experience and qualifications

POSITION OVERVIEW

This position reports to the Senior Director of Property Operations for MidPen Housing and has responsibility for the daily operations of a region of properties. Key areas of responsibilities include Occupancy Management, Delinquency Oversight, and direct management of the property KPIs (Key Performance Indicators).

ESSENTIAL DUTIES

- Waitlist management. Ensures all properties have an up to date waiting list and works with the Community Manager to ensure properties have a healthy applicant pool at all times
- Streamline the process for opening a waiting list in conjunction with the Community Manager and Compliance Specialist
- Ensure all properties stay on target with tenant receivables, collections, and delinquency
- Processes write-offs in accordance with our internal policies
- Host regular meetings with Community Managers for actionable items
- Support Property Manager in Community Manager onboarding process to ensure a strong understanding the KPI goals and reporting matrix
- Collaborate and support the processing of new applicants up-to resident move in
- Process, track and follow up of all verifications and calculations
- Review files before submission to ensure first time approvals from the compliance department
- Support communities with high turnover and occupancy challenges
- Create reports to monitor and analyze occupancy and delinquency trends or challenges
- Schedule intakes for upcoming vacancy upon receiving notice to vacate
- Support data entry of applications from open waiting list periods
- Collaborate with external partners on referrals and request list for upcoming vacancies
- Perform other duties as requested

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the education, knowledge, skill, and/or ability required.

Education and Experience

- High School Diploma or GED and two (2) or more years of Property Management experience and/or training, or an equivalent combination of education and experience
- Two (2) or more years of multi-family residential management experience or minimum two (2) or more years of Affordable Housing experience
- Tax Credit Specialist or Certified Occupancy Specialist certified

Knowledge, Skills, and Abilities

- Current knowledge and certification of Fair Housing laws
- Demonstrated competence with Microsoft Word, Excel, Outlook and such property management software as MRI, Yardi, Boston Post preferably Real Page
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write business professional reports and correspondence, e.g. letters to tenants
- Ability to take direction and follow through to achieve measurable results
- Ability to organize, prioritize tasks, manage time effectively, and meet deadlines in a fast-paced and dynamic environment
- Strong analytical and problem-solving skills, with the ability to gather, interpret, and evaluate complex information from various sources

- A strategic mindset with the ability to think ahead and anticipate potential challenges and opportunities
- Solutions-Oriented individual who can demonstrate strong problem-solving skills to gather and evaluate information, generate alternatives, and implement practical resolutions
- Must possess a valid California Driver's License, auto insurance, and reliable transportation

Physical Requirements

- Constantly perform desk-based computer tasks
- Frequently sitting
- Occasionally stand/walk, reach/work above shoulders, grasp lightly/fine manipulation, grasp forcefully, use a telephone, sort/file paperwork or parts, lift/carry/push/pull objects that weigh up to 15 pounds
- Rarely twist/bend/stoop/squat, kneel/crawl

This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned.

EQUAL OPPORTUNITY EMPLOYER

MidPen Housing Corp. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Consistent with its obligations under the law, MidPen Housing Corp. will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of his or her job. MidPen believes that diversity and inclusion among our teammates is critical to our success, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

To apply, visit <https://apptrkr.com/5126496>

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