



P.O. Box 1200
Estes Park, CO 80517
970.591.2535

HOUSING SUPERVISOR

Estes Park Housing Authority creates and facilitates housing opportunities and services for persons of low and moderate incomes. We provide services for both income-qualified rental opportunities, and workforce-restricted rentals. In addition, we facilitate home ownership options and monitor deed restrictions in the Estes Valley. We currently manage over 200 rental units. The Estes Park Housing Authority expects aggressive growth and increasing involvement in the housing space in the coming years.

DESCRIPTION OF WORK

General Statement of Duties:

Experienced leader, with the abilities to manage the performance of several team members, target positive outcomes, problem solve, and adhere to policies and housing compliance needs. This role requires strong financial acumen and is comfortable engaging professionally with various community leaders, Board Members, staff, residents, and the public on a regular basis while providing oversight for the general operations of the Housing Authority.

This leadership position leads and supports the daily operations of the Estes Park Housing Authority programs, as well as supervises the staff performing leasing, housing compliance-related work, and maintenance of properties. This professional mid-level management position will oversee a staff of housing community managers, maintenance technicians, and cross-functional team members while providing leadership and directed management of these operational aspects.

Responsibilities include, but are not limited to, the following:

Operations

- Active management and supervision of all Housing Staff.
- Work with staff to analyze and resolve problems as issues arise at specific properties.
- Ensure compliance with all applicable federal, state, and local laws.
- Annual review of operating policies and procedures and recommend updates and revisions when necessary.
- Maintain and develop positive resident relations.
- Coordinate and maintain full lease-up, annual renewals, and collection processes.

Compliance

- Execute monitoring and review of each housing communities leasing and re-certification process to ensure adherence to compliance standards to all applicable programs such as but not limited to Low Income Housing Tax Credits (LIHTC), HOME, Community Development Block Grant (CDBG), local deed restrictions, or others as appropriate.

- Coordination of annual property compliance audits conducted by outside agencies and investment partners such as Colorado Housing and Finance Authority, Colorado Division of Housing, US Department of Housing and Urban Development, and US Department of Agriculture/Rural Development.
- Manage housing staff to ensure reporting and compliance deadlines are met.

Financial

- Assists in determining appropriate rents for each housing community to ensure compliance with associated regulations, and continued financial viability, balanced with resident needs.
- Responsible for financial requirements, property budgets, budget preparation, monitoring, funding partner reporting, and national (HUD/IRS) and state (CHFA) rule compliance in coordination with the Executive Director.
- Continued monitoring of the financial performance of each housing community to ensure financial targets are met and initiate corrective action as appropriate.
- Manage purchases and maintenance needs ≤ \$5000 with internal staff and external contractors.
- Identify budget expense overages and as appropriate initiate corrective action or escalate to the Executive Director.
- Act as liaison to the Loveland Housing Authority accounting department for all operational accounting issues.

Staff Management

- Provide excellent leadership to all assigned staff.
- Oversee EPHA’s new operational staff onboarding and training.
- Ensure all operational staff is properly trained and have access to appropriate third-party training and certification programs.
- Meet regularly with direct reports to manage work performance and goals.
- Conduct annual staff performance reviews and plans.

General

- Assists the general public, via in-person, over the phone, and e-mail, with Estes Park Housing Authority’s rental and purchase housing programs.
- Effective, responsive, and professional interactions with the public and prospective applicants through in-person, over-the-phone, and email interactions.
- Maintain skill level, current regulations, and policies through various training and conferences, as well as responsible to manage performance and skill level of direct reports.

Some travel required

Supervision Received:

Work under the immediate supervision of the Executive Director

Supervision Exercised: Housing Community Managers, Maintenance Technicians, and cross-functional team members

ESSENTIAL FUNCTIONS OF THE JOB

Position Specific Competencies

- Knowledge of LIHTC, HOME, appropriate HUD, and other multi-family and USDA-RD programs.
- Knowledge of general accounting, budget management, and procurement policies and procedures.
- Knowledge, and the ability to manage the financial and revenue programs for all housing programs in compliance with Federal, State, County, and Town regulations.
- Understand or be able to learn all appropriate software programs including but not limited to Microsoft Office, HAB, MRI, Insight, Monday.com, or others as needed.
- Ability to motivate others, maintain organization standards, and incorporate current rules, policies, and requirements
- Ability to establish and maintain effective working relationships with other agencies and the general public.

Education/Experience Qualification:

High School graduate or equivalent

Supervision-level work experience

Experience with budgets, managing staff, problem resolution, property management and National and State housing requirements.

Multi-family property management with federal housing programs preferred.

Possess a valid Colorado driver's license or obtain within in first six months of employment

Work is characterized as being public orientated through effective public relations. Ingenuity and knowledge or resources are required to assure effective recommendations be made to solve resident issues and community problems.

The employee must interact with program participants, other Estes Park Housing Authority, Loveland Housing Authority and Town of Estes Park personnel, Board Members, as well as other members of the public. The employee must show positive and professional conflict resolution abilities and skills. Communication should be effective through the use of face-to-face conflict resolution and non-use of gossip/hearsay with the intent of a positive outcome for all parties. The employee is a key public figure for the Housing Authority and must display a professional attitude in working with residents, all staff, and agencies.

HIRING RANGE

\$55,000 - \$62,000