

Position Description

Position Title	Director of Property Management, Affordable Housing Communities	Created By	AHC
Reports To	Chief Operating Officer	Date Created	05/14/2026
Direct Reports	Asst Director, Regional Managers, Administrative Specialist II	Approved By	Human Resources
FLSA Status	Exempt	Classification	Director

Summary

The Director of Property Management for the Affordable Housing Communities is a leadership position responsible for performing advanced management and leadership work of considerable difficulty, which involves the planning, organizing, and directing of the AHC Communities' management programs, which include property management, maintenance, and compliance. Responsible for budget performance, vacancies, staffing, compliance with regulatory requirements, rent collections, client satisfaction, expanding affordable housing, and exploring partnership opportunities.

Primary Duties + Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned as needed. These essential functions require a consistent presence in the work environment on a regular basis, and regular attendance must be maintained.

- Directs all property management activities related to AHC Communities, a portfolio of 4000+ affordable and market-rate units.
- Sets and establishes operating goals and reviews and monitors operations to ensure the department continues on track to meet established goals, including occupancy, rent collection, and maintenance work order processing goals.
- Directs property compliance activities to ensure compliance with multiple affordable compliance programs.
- Collaborates with Asset Management and Executive Leadership in the preparation, implementation, and maintenance of a 5-year capital plan and ensures the requirements of the physical needs assessment and/or budget are consistent with the plan.
- Prepare and present the annual business plan and budgets.
- Analyze monthly performance and budget projections to the actual business plan and adjust operating strategy accordingly.
- Provide guidance and support to staff to ensure a cohesive, informed, and dedicated workforce.



- Analyze and evaluate personnel needs throughout the portfolio, including management, leasing, and maintenance personnel. With recommendations from the assistant directors, the Director serves as the final authority for hiring decisions.
- Personally inspect each property in the portfolio on a regular basis (both scheduled and unscheduled visits), assuring the marketability of the community, interior and exterior.
- Direct the activities of the Compliance team to ensure the comprehensive compliance program is effective and that the Assistant Directors address non-compliance concerns via additional coaching, mentoring, and ultimately holding the Property Manager accountable for failures.
- Maintains communication with direct reports to ensure operational adjustments are completed in a timely manner to address failure to meet goals.
- Complete all duties as assigned or requested as outlined in operational and procedural guidelines. These guidelines are maintained and issued in the event of an emergency situation that arises at a property or any other location that serves our residents or employees.

Secondary Duties + Responsibilities

- Review/approve salary adjustments from on-site personnel upon recommendation from the Regional Managers.
- Collaborates with other directors and ensures that staff is getting the appropriate level of responsiveness from other departments.
- Ensure staff continuing education through seminars, meetings, and training programs. Work closely with the admin staff to track training and register staff to overcome weaknesses.
- Meet with direct reports on a routine schedule to ensure needs are met and provide feedback or direction on special initiatives.
- Explore and pursue through the appropriate channels efficiencies to include technology and contract options.
- Communicate consistently and effectively with the Board of Commissioners to ensure a deeper understanding of the operations and the importance of the AHC portfolio.
- Assure compliance with Opportunity Home's policies on recruiting, screening, and hiring applicants.
- Assure compliance with Opportunity Home policies and procedures related to community rules and regulations for the various affordable housing programs.
- Work closely with various support departments to ensure the most effective relationship and beneficial use of their services.
- Stay abreast of market conditions.
- Explore and pursue revenue opportunities to further the Agency's goals.
- Work to further the AHC Communities' paperless initiative through updated operational standards and seeking to regulate authority approvals.
- Continue to expand the functionality of the property management software system to include mobile maintenance, customized portals, and inventory control tracking.
- Explore partnerships to expand the affordable housing portfolio.
- Participate on local and/or national boards or committees as appropriate and necessary.
- Participate in Trauma Informed Care (TIC) initiatives to include training, workgroups, project assignments, etc., that are launched or implemented in order to achieve and/or maintain certification as a TIC organization.
- Employees are expected to use Generative AI solutions ethically and responsibly.



- Other duties as assigned.

All supervisors:

- Lead, motivate, engage, and retain employees by:
 - Setting goals for performance and deadlines that comply and conform with the company's plans and vision.
 - Organizing workflow and ensuring employees understand and are trained on their duties or delegated tasks.
 - Monitoring employee productivity and providing constructive feedback and coaching
 - Ensuring alignment across various procedures.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills

- Values Driven** | Demonstrates an understanding of the values (Compassion, Equity, and Excellence) and embodies the values in their work and interactions with residents, vendors, co-workers, supervisors, board members, community members, and other stakeholders.
- Leadership** | Provides direction to people and/or projects by clearly and effectively setting a course of action for the assigned department staff and tasks; manages the planning, execution, and achievement of assigned department goals.
- Customer Service** | Responds with Compassion in a professional manner to the expectations and needs of internal and external customers; is friendly and helpful to all customers, fostering positive relationships while providing Excellent service.
- Effective Use of Information** | Communicates important information to those who need to know clearly, securely, effectively, orally and/or in writing; proactively exchanges accurate and timely information.
- Commitment and Continuous Improvement** | Sets the standard for Excellence by proactively pursuing innovation through systematic experimentation and learning. Corrects mistakes by assessing appropriate processes, proposing adjustments, and prioritizing long-term solutions.
- Teamwork** | Balances team and individual responsibilities; exhibits Compassion, objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; supports everyone's efforts of Excellence; attends, supports, and participates in the organization's team building events.
- Responsiveness and Accountability** | Demonstrates a high level of Excellence and holds oneself personally responsible for one's own work; complies with procedures and directives and understands the importance of maintaining and managing confidential information; recognizes and anticipates issues and provides a responsive resolution in a timely manner.

Education

Required

- Bachelor's Degree, or higher level of education, from an accredited college or university in Business, Property Management, Real Estate Management, Public Administration or a related field.
 - An additional eight (8) years of experience may be considered in lieu of the educational requirements.



Experience

Required

- Ten (10) years of experience in property management of multifamily properties, including LIHTC, project-based section eight, and other subsidy programs.
- Five (5) years of management experience.
- Must have the ability to learn and use cloud applications such as the Google GSuite applications, including but not limited to Google Chrome Browser, Gmail, Drive, Calendar, Docs, Sheets, and Slides. Understand document sharing and collaboration in the cloud. Experience and proficiency with Microsoft Office 365, cloud-accessible applications, including but not limited to OneDrive, Outlook, Word, Excel, and PowerPoint, or a Mac or PC desktop equivalent, is acceptable.
- Successful completion of a criminal history background check, education, and work history verification, and a drug screening test.

Preferred Education and Experience

- Certified Apartment Manager or Certified Apartment Portfolio Supervisor.
- Certified Property Manager or Accredited Residential Manager
- Certified as a Senior Professional Housing Manager or (Certified Management Executive).
- Ability to learn cloud technologies such as LucidChart for diagram, workflow and chart drawing. Experience with Vizio or equivalent is acceptable. Basic understanding of Virtual Private Network (VPN) access to connect to internal business systems.

License + Certificates

Required

- Texas Class “C” driver’s license at the time of placement and insurable by the organization’s fleet and liability insurance carrier.
- Must have the ability to earn certifications as required by assigned tasks.

Technical Skills

To perform this job successfully, the employee should have

- Proficiency in math.
- Proficiency in verbal/written communication.
- Understanding and knowledge of regulatory compliance.
- Knowledge of capital planning, financial analysis, and strategic planning and implementation.
- Must be an effective and open communicator with strong decision-making skills.
- Must possess advanced knowledge of operational characteristics and service delivery programs.
- Must possess advanced leadership and management skills.
- Ability to build effective relationships.
- Ability to analyze problems, identify alternative solutions, and project consequences of proposed actions.
- Excellent mediation skills.
- Ability to motivate and mentor personnel.
- Ability to enhance the skills of existing employees for current and future responsibilities.
- Ability to assume a leadership role in decision-making
- Ability to develop and maintain positive resident relationships.



- Ability to objectively evaluate employees' performance, recognizing achievements, and assisting employees in overcoming problem areas whenever possible.

Physical Demands

The physical demands described here are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting, standing, operating computers and other office equipment, walking and moving about the office and/or community property, and attending onsite and offsite meetings. The employee must be able to complete data entry, utilize various portals, and communicate via email and verbally via telephone. Will need the ability to walk large properties and climb stairs. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Office Environment

- The noise level in the work environment is usually moderate.
- High level of interaction with external/internal clients.
- May be transferred or be required to work at different properties or sites for interim periods in order to support business needs.

Outside Environment

- Subject to environmental elements when conducting visits to various sites or participating in outside events.

ADA Statement

In compliance with the Americans with Disabilities Act, the organization will make reasonable accommodations to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities if it would not impose an “undue hardship” on the operation of the employer’s business.

Ethics

As a public agency, the organization is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism, and honesty to merit the respect of our co-workers, clients, partners, vendors, and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy, and responsiveness.

Equal Employment Opportunity Statement



Opportunity Home is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, religion, gender (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability, or genetic information, marital status, veteran status, arrest record or any other characteristic protected by applicable federal, state or local laws. Opportunity Home is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment during employment.

Disclaimer

The above information in this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time without notice.

Read and Acknowledged

Printed Employee Name _____ **Date** _____

Employee Signature _____

