



Charlotte Housing Authority

Senior Vice President of  
Portfolio Management



# Gans, Gans & Associates

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## Overview:

The Charlotte Housing Authority (CHA) is a non-profit real estate holding company with a public purpose to provide decent, safe and affordable housing to low and moderate-income families while supporting their efforts to achieve self-sufficiency. CHA focuses on its core mission of housing, while partnering with quality external vendors and agencies to provide supportive services for its residents, and serving as a collaborative leader helping to frame solutions to affordable housing issues.

The Charlotte Housing Authority consists of multiple public and affordable housing developments that represent 3,700 total units. CHA is one of only 30 housing authorities across the country participating in the United States Department of Housing and Urban Development (HUD) "Moving to Work" (MTW) demonstration program, which allows CHA to test innovative methods to improve housing services in order to better meet local needs. CHA has the flexibility to propose and implement housing and self-sufficiency strategies that may be exempted from existing public housing and tenant-based Section 8 regulations. CHA has branded the local effort as Moving Forward, which reflects a combination of shared intent, forward movement, and the image of affordable housing as a safety net and platform for rebuilding lives.

CHA's ultimate goal is to be a financially viable real estate company offering affordable housing that is competitive with or exceeds housing offered by other affordable housing providers. The organization is best described as a developer partner, asset manager, contract negotiator and contract monitor with a social purpose.

For more information, visit <http://www.cha-nc.org/>

## Position Summary

Reporting to the Executive Vice President of Real Estate Management, the Senior Vice President of Portfolio Management is responsible for performing a variety of complex and diverse managerial and administrative duties pertaining to the overall effectiveness and efficiency of the Authority's public, private, and mixed finance housing properties as managed by Blue Horizon Management Company. Oversees the operations of approximately 2600 housing units and ensures high standards of customer service throughout housing sites. Revises policies, procedures, and plans to ensure and maintain program compliance with LIHTC, RAD, private investors, and HUD's changing regulations and guidelines, and makes administrative and management decisions concerning overall operations of applicable plans. Accountable for a portfolio that meets the challenges of maintaining standards of excellence including but not limited to, satisfied residents and economically sustainable properties which remain tour ready while meeting the regulatory requirements of the various programs and investors. Exercises considerable independent judgment and initiative in performing the duties of the position and must exercise tact and courtesy in contact with federal, state, and local officials, consultants, housing agencies, residents, and the general public.

## Essential Duties and Responsibilities

The duties listed below are intended only as illustrations of the various types of work that may be performed. Responsibilities include, but are not limited to, the following:

- Responsible for strategic planning, developing, implementing, and administering the overall goals and responsibilities of the department. Actively leads, manages, and develops a culture of continuous improvement to ensure effective planning, high standards for management services, and appropriate controls to ensure revenue and performance is consistent with agreed targets.
- Directs and provides guidance to property management staff in the development and implementation of policies to ensure all procedures are in compliance with LIHTC, RAD, private investor, and HUD guidelines, and that interviews, eligibility processes, maintenance of waiting lists for appropriate bedroom size and for sites, re-examinations, preparation of contracts, etc., are in accordance with the Authority's rules, policies, and procedures and are completed in a timely and professional manner.
- Partners with Senior Vice President of Asset Management and Portfolio Compliance to prepare departmental budgets, staffing plans, maintenance schedules (e.g. annual inspections, preventative maintenance) and required narrative and statistical reports for submission to the Executive Vice President of Real Estate Management, HUD, and the Board of Commissioners (BOC). Reviews reports prepared by departmental staff.
- Monitors the physical conditions of Authority properties and makes certain they are maintained in marketable condition.
- Directs and provides guidance to the maintenance staff in providing skilled trade services (e.g. electrical, plumbing, HVAC, etc.) for Authority properties and oversees response to routine and emergency repair requests to ensure timely and successful resolution of problems. Directs the preparation of annual maintenance schedules and budgets and their implementation. Directs and provides guidance to the maintenance staff in the effective assignment, servicing, and replacement of Authority vehicles and equipment. Reviews annual

Uniform Physical Conditions Standards (UPCS) and Real Estate Assessment Center (REAC) inspection to determine property needs and ensure deficiencies noted are corrected.

- Confers with the Client Services Department in the development and implementation of site-level plans/resources in each community to effectively assist resident family members to more fully and successfully participate in educational and economic programs and to attain life opportunities and objectives.
- Supervises staff, providing ongoing assistance to support a positive and productive working environment. Approves and oversees the selection, employment, training, direction, supervision, utilization, discipline, and termination of Authority employees and makes recommendations for other personnel-related activities. Sets standards, frameworks, performance indicators and protocols, identifying necessary responses to overcome performance issues and takes appropriate action where required.
- Interacts with businesses, public officials, and public agencies to successfully maintain positive Authority image and working relationships.
- Performs other duties as assigned.

## Requirements

### *Education and Experience*

- Bachelor's degree in Business, Public Administration, or related field from an accredited college or university and five (5) to seven (7) years of progressively responsible experience in management or in an administrative capacity in property management or low income housing.
- The following certification(s) must be obtained within eighteen (18) months of employment or other allowable period of hire as authorized by the Executive Vice President of Real Estate Management:
  - ARM or CPM
  - Uniform Physical Condition Standards (UPCS)
  - Fair Housing
  - Supervisory Maintenance
  - Enterprise Income Verification System (EIV)
  - Rent Calculation

## Knowledge and Skills

- Thorough knowledge of the modern principles, practices, and techniques of Property management.
- Thorough knowledge of the relationship of PHA's to other federal, state, and local jurisdictions and their abilities to provide funds or other support to the Authority.
- Thorough knowledge of Authority operating policies and procedures, pertinent HUD, RAD, private investor, and LIHTC regulations, and federal, state, and local laws and regulations pertaining to public housing authorities.
- Thorough knowledge of the modern principles, practices, and techniques of personnel management, training, goal-setting, and performance evaluation.
- Thorough knowledge of procurement regulations and OSHA requirements.
- General knowledge of the modern principles, practices, and techniques of maintenance and other functional areas within the Authority.
- Thorough knowledge of the modern principles, practices, and techniques of budgeting and accounting, and of the function and operation of the construction industry.
- Skill in presenting information in a clear, organized, and convincing manner.
- Must be able to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Authority.
- Ability to accurately and completely document in writing appropriate events and activities.
- Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.
- Ability to read and comprehend complex material.
- Ability to identify operational problems and develop effective solutions.
- Ability to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Authority.

- Ability to prepare clear and concise narrative and statistical reports and deal effectively with situations requiring tact and diplomacy, yet firmness.
- Ability to operate appropriate Authority computer equipment and software packages.

## Supervision Controls

The Senior Vice President of Portfolio Management receives instructions from the Executive Vice President of Real Estate Management regarding agency goals, their priorities, and special assignments. The Senior Vice President of Portfolio Management routinely works without the direction of the Executive Vice President of Real Estate Management and is free to develop methods, deadlines, and/or objectives. Normally the employee makes independent decisions pertaining to situations not covered by specific guidelines but the Executive Vice President of Real Estate Management is consulted in serious or unusual circumstances. The work of the Senior Vice President of Portfolio Management is reviewed for progress, achievement of goals as appropriate to the circumstances, and compliance with procedures.

The Senior Vice President of Portfolio Management provides guidance to subordinates within the Property Management Division, developing activities, setting priorities, establishing timelines, and modifying or making changes in the course of achieving goals and priorities. The Senior Vice President of Portfolio Management monitors the work of subordinates for accuracy, completeness, conformity to policy, and achievement of goals or objectives.

## Contact

If you are interested in this exceptional opportunity, please submit a detailed resume immediately to:

### Kimberly Sallie

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Should you have any questions in consideration of your own interest, or a referral of a colleague, please contact us at the number above.



The Charlotte region is composed of 16 counties, including four counties in South Carolina, with the city of Charlotte serving as the hub. Located in the heart of the Southeast, Charlotte lies within the southern Piedmont of North Carolina along the state's border with South Carolina. Charlotte is the largest and most accessible city between Washington, D.C. and Dallas, TX. Owing to its mid-Atlantic location, getting to Charlotte is easy from anywhere in the country or world, garnering its nickname the "International Gateway to the South."

Voted as one of the "10 Best Places to Live" by Money Magazine, Charlotte is an affordable location with the features of exciting city life and quiet, country living. Charlotte residents enjoy an array of professional sports, perhaps most famously NASCAR and the Carolina Panthers. The city also has high quality arts and cultural institutions. With the Appalachian Mountains to the west and beaches to the east, Charlotte is a short drive from thrilling outdoor adventures. Most importantly, residents of Charlotte are welcoming and helpful – southern charm at its best!

### School system

The city's public school system, Charlotte-Mecklenburg Schools, is the second largest in North Carolina and 20th largest in the nation. In 2009 it won the NAEP Awards, the Nation's Report Card for urban school systems with top honors among 18 city systems for 4th grade math, 2nd place among 8th graders. About 132,000 students are taught in 161 separate elementary, middle and high schools.

## Colleges and universities

Charlotte is home to many notable universities and colleges such as Central Piedmont Community College, Charlotte School of Law, Johnson C. Smith University, Johnson & Wales University, Queens University of Charlotte, and the University of North Carolina at Charlotte.

UNC Charlotte is the city's largest university. Located in University City, the northeastern portion of Charlotte, which is also home to University Research Park, a 3,200 acres research and corporate park. With over 25,000 students, UNC Charlotte is the fastest-growing university in the state system and the fourth largest.

Central Piedmont Community College is the largest community college in the Carolinas, with over 70,000 students each year and 6 campuses throughout the Charlotte-Mecklenburg region. CPCC is part of the statewide North Carolina Community College System.

## Arts

Helping to promote arts, the Arts and Science Council of Charlotte-Mecklenburg supports 27 cultural organizations, neighborhood festivals, arts education programs and much more that result in over 65,000 performances and events annually.

Charlotte is home to some of the nation's foremost museums and galleries. The Mint Museums and Bechtler Museum of Modern Art guide visitors through ever-changing exhibits featuring some of the world's finest collections. The Levine Museum of the New South exhibits some of the most fascinating collections of post-Civil War Southern history including its award-winning centerpiece exhibit, Cotton Fields to Skyscrapers. And Discovery Place, the South's premiere hands-on science and technology center located in Center City, features more than 300 exhibits including a live rain forest.

Charlotte theatre offers award-winning Broadway shows and productions making their way into the spotlight. Enjoy an opera or ballet at NC Blumenthal Performing Arts Center's Belk Theatre or Knight Theater.

## Sports

Charlotte is currently home to two major professional sports franchises: the Carolina Panthers of the National Football league, and the Charlotte Bobcats of the National Basketball Association. The Panthers have been in Charlotte since their creation in 1995, and the Bobcats have been in Charlotte since their creation in 2004. The Panthers play their home games in Bank of America Stadium, while the Bobcats play in the Time Warner Cable Arena; both venues are in Uptown Charlotte.