



**CatholicHousingServices**  
OF WESTERN WASHINGTON

**INTERNAL/EXTERNAL  
JOB ANNOUNCEMENT**

**POSITION TITLE:**

Program Director

**REPORTS TO:**

Division Director

**OPENING DATE:**

February 24, 2010

**CLOSING DATE:**

Open until filled

**LOCATION OF POSITION:**

Frye Apartments & Leroy Helms  
223 Yesler Way 416 2<sup>nd</sup> Ave. Ext S.  
Seattle, WA 98104 Seattle, WA 98104

**HOURS:**

Full-time: 37.5 hours/week

**STATUS:** Exempt

**GRADE:** 14

**BEGINNING SALARY:** \$42,586+/yr. DOE

**POSITION DESCRIPTION:**

In accordance with the mission of Catholic Housing Services, the Program Director is responsible for the management and operation of a "housing with services" property. This includes overseeing housing operations and ensuring delivery of supportive services; supervising site staff; ensuring compliance with safety and facility maintenance standards; providing for sound financial management and achievement of key performance indicators of the property; and ensuring that the property is operated in accordance with agency policies and procedures and meets regulatory requirements.

Frye Apartments is a 234-unit historical highrise building in the Pioneer Square neighborhood of Seattle serving low income tenants; the property is owned by Low Income Housing Institute (LIHI) and the Program Director is responsible for representing CHS to LIHI regarding building finances and management. LeRoy Helms Center next door is owned by CHS and has 11-units of artist live-work space. There are five commercial spaces in these buildings.

**MAJOR DUTIES AND RESPONSIBILITIES:**

**SUPERVISION/LEADERSHIP**

- Provide effective leadership for the entire Frye staff and tenants.
- Select, supervise and train site staff.
- Provide for regular staff meetings.
- Promote on-going training and support and ensure attendance at all CCS/CHS mandatory trainings for all employees.
- Ensure compliance with all Tax Credit, City of Seattle, State, HUD and CHS regulations and requirements including preparation of monthly and annual reports. Attend external trainings as appropriate.
- Coordinate with Case Managers regarding planning and delivery of on-site social services to residents.

- Collaborate with the King County leadership of CCS on issues of housing and the continuum of care provided by CCS and CHS programs in Seattle.
- Collaborate with other agencies that provide services, including on-site providers, to ensure continuum of care for residents.
- Build relationships with Pioneer neighborhood and community representatives.
- Responsible for helping to develop and safekeep a workplace which values and supports a culturally and ethnically diverse work environment.
- Represent CHS and Frye management in discussions with LIHI regarding building management, budget and other issues.

## **OCCUPANCY**

- Maintain occupancy standards by effective coordination and monitoring of unit turns.
- Ensure maintenance of accurate and organized tenant files for every applicant and resident per WSHFC and HUD requirements and agency policy and procedures.
- Ensure property curb appeal to meet agency standards.
- Ensure effective leasing of units by coordinated marketing efforts including advertising, networking and accommodating prospective tenants' schedules.
- Ensure processing of tenant applications with all necessary documentation required by SHA and/or WSHFC.
- Ensure that all applications and leases meet all City of Seattle, HUD, WSHFC and SHA contract obligations and regulations.
- Ensure proper execution of lease agreements with tenants and provide orientation to the program.
- Ensure maintenance of property wait lists in accordance with policy and eligibility requirements. Ensure communication of application procedures and eligibility requirements to applicants and prospective tenants.
- Ensure service of appropriate legal notices to tenants and processing evictions per Washington State Landlord Tenant Law and applicable local laws.
- Ensure compliance with Fair Housing and Landlord Tenant laws.
- Ensure timely completion of certifications and recertifications according to WSHFC and HUD requirements.
- Coordinate with SHA, Tax Credit Partner and any other funder for unit inspections.
- Provide weekly vacancy reports for Division Director and CHS offices.
- Update lease including House Rules when determined by changes in the program, landlord-tenant laws or funding requirements.

## **SUPPORTIVE SERVICES/RESIDENT RELATIONS**

- Promote resident retention by ensuring a strong commitment to customer satisfaction that includes appropriate communication and understanding of the population served.
- Provide leadership in the promotion of "community" among the residents of the buildings.
- Ensure timely response to tenant complaints and issues and seek resolution at the lowest level possible.
- Prepare and manage Frye Human Services budget.
- Provide leadership and oversight for Frye Human Services programs, staff and volunteers.
- Develop, negotiate and manage service contract and agreements with outside service providers.

## **FISCAL MANAGEMENT**

- Prepare annual housing budgets for two properties in consultation with Division Director.

- Monitor and control expenses within the constraints of the annual budgets, including monitoring monthly financial statements and reviewing variances with appropriate Property Accountant, Division Director and LIHI as necessary.
- Assist accounting staff with annual audits and other reports.
- Ensure accurate processing of invoices in a timely manner, and submission of accounts payable at least once per week.
- Ensure proper approval of all purchases.
- Ensure collection of rent and other monies and timely bank deposits.
- Oversee property operations through the use of MPW software including tenant ledgers, cash receipts, transactions, delinquencies, move-ins and move-outs.
- Ensure performance of month end procedures with assigned Property Accountant.
- Report on property's performance as it relates to revenue, expenses and occupancy through a monthly manager report; reviewing delinquencies.
- On a quarterly basis, submit bad debt write-offs for approval to Division Director.

## **FACILITIES MANAGEMENT**

- Review/plan long-term maintenance programs for each property including building systems and other components in conjunction with Division Director and Facilities Director, to ensure structural integrity.
- Maintain occupancy standards by effective coordination with the Facilities Manager in regard to unit turns
- Ensure the daily, weekly, monthly and annual janitorial/maintenance duties to meet agency policies and standards
- Ensure completion of apartment and building inspections as required by funding agencies, HUD and others annually and as needed basis.
- Coordinate accompanying representatives for HUD during inspections of the property.
- Ensure maintenance of building security at all times.
- Ensure proper response to after-hour emergencies that may require management oversight.

## **OTHER**

- Maintain regular, scheduled office hours.
- Represent management of Frye Apartments.
- Develop and maintain partnership with organizations or agencies to support low-income housing.
- Perform other related duties as assigned.

## **Specific Job Skills/Competencies**

- Effective supervision/managerial skills.
- Knowledge of the issues and obstacles encountered by the population served.
- Ability to shift priorities in an atmosphere where interruptions are frequent.
- Comprehension – with speed and effectiveness must be able to understand instructions and assignments and must be able to grasp and retain principles and methods.
- Initiative – must be a self-starter and able to actively influence events rather than passively accepting situations.
- Attendance – ability to report to work regularly and on schedule. Ability to work independently, off-site from direct supervisor.
- Effective written and oral communication skills – must express ideas or facts clearly and in written format using correct grammatical form.
- Regard for exactness – ability to work accurately with data.
- Cooperation – ability to work effectively with others and jointly in a group.

### **Job Conditions**

- This position requires the incumbent to work in an environment where there may be exposure to maintenance and cleaning supplies. This is a residential community where there is cause to enter individual apartments, which may expose one to household odors including cigarette smoke, cooking smells, pet odors, etc.
- Other working conditions may include frequent interruptions, working alone, evening or weekend work, working long hours during peak periods, being on-call, interactions with angry persons, and exposure to computer CRTs.

### **MINIMUM QUALIFICATIONS:**

1. BA in Human or Social Services or equivalent experience working in Social Services.
2. Minimum of two years' experience in low income housing setting and understanding of property management concepts.
3. Two years' experience in direct service to low-income and special needs populations.
4. Ability to communicate effectively both orally and in writing.
5. Strong supervisory skills: hiring, coaching, training and evaluating.
6. Experience in word processing and spreadsheet applications (Microsoft Office preferred), and ability to learn property management software.
7. Ability to work within the mission, goals and objectives of Catholic Community Services/ Catholic Housing Services.

### **PREFERRED QUALIFICATIONS:**

1. Knowledge of Low Income Housing Tax Credit program and HUD regulations.
2. Experience in elderly, special needs and/or multi-family property management.
3. Experience in direct service with chemically dependent and/or mentally ill persons.

### **SUBSTITUTE QUALIFICATIONS:**

- Five years or more experience in Property Management may substitute for BA.

### **CONTACT INFORMATION:**

For more information, contact:

Kirby Brown, Division Director, (206) 728-8574

### **APPLICATION PROCEDURE:**

Send resume and cover letter to:

Catholic Housing Services  
HR-FPD  
100 23<sup>rd</sup> Ave. S  
Seattle, WA 98144

Email: [jobs-aha@ccsww.org](mailto:jobs-aha@ccsww.org)

Fax: (206) 328-5053

Please visit our website: [www.ccsww.org](http://www.ccsww.org)

*Please let us know if you need special accommodations to apply or interview for this position.*

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IN THE WORKPLACE**