

The **Vice President of Asset Management** is responsible for ensuring the successful implementation of the goals and objectives of the Volunteers of America National Services (VOANS) Housing portfolio. The position provides leadership and oversight for all aspects of Asset Management to ensure that the housing portfolio owned by VOANS, and other owners VOANS contracts with to provide asset management services, is performing at its optimal level including but not limited to customer service, the achievement of resident outcomes, financial performance, compliance performance, environmental performance and physical performance. It is a senior housing leadership position that works with executive staff and the board of directors to analyze portfolio performance, develop operating strategy and to provide strategic input into the overall housing strategy. The position represents the owner/sponsor interests in all housing properties sponsored/co-sponsored by VOANS.

Salary: \$180,000-190,000

Schedule: Monday-Friday 8:00 AM-5:00 PM

Location: 1660 Duke Street Alexandria, VA 22314 (Hybrid schedule)

Benefit Highlights:

- 403(b) Retirement Plan
- Career scholarships;
- Continuing career education and leadership programs;
- Medical, Dental and Vision Insurance
- Paid Time Off (Vacation, Holiday & Sick Days)
- NetSpend – Get paid early: Tap into 50% of your earnings before payday

Essentials:

Portfolio Strategy & Analysis

- Develop and implement operating strategy for the VOANS housing portfolio based on the organization's strategic plan;
- Analyze and report to the Board of Directors and senior leadership, portfolio level metrics and outcomes data. Identify trends and corrective actions and lead efforts to address identified metrics improvements;

- Provide strategic analysis to the Board of Directors and executive leadership of portfolio segments and individual sites for disposition, expansion or other actions. Lead efforts to implement disposition and realignment strategies;
- Ensure all properties under asset management perform financially, achieve high REAC and MOR scores and ensure tenant eligibility;
- Create and implement new innovative and dynamic approaches to housing operations. Identify opportunities for new business opportunities that impact the achievement of mission and margin objectives;
- Identify areas of opportunity to improve customer service within the housing portfolio, between the National Office, the Shared Housing Leadership Network, and within the National Office;
- Analyze opportunities for improved marketing and branding and lead efforts to implement new strategies and ensure all property-related marketing and advertising campaigns are aligned with VOA's strategic vision and branding efforts;
- Work with executive management and all other personnel to build consensus, establish confidence, communicate effectively and contribute to a positive work culture;
- In conjunction with other departments, lead efforts towards ensuring outcomes-based data driven efforts towards meeting mission and margin objectives.

Personnel Management & Leadership

- Provide strategic guidance, assist in priority setting and identify resources for Asset Management, Data Management, Compliance, and Refinancing;
- Coordinate the efforts of Asset Management, Data Management, Compliance, and Refinancing to improve interdepartmental cooperation and customer service;
- Work with Human Resources to address staffing needs and employee relations. Implement proactive department wide strategies to maintain morale, ensure accountability and ensure high levels of employee satisfaction and engagement. Participate in the hiring process for operations staff as appropriate;
- Seek diversity in teams and other group initiatives. Support VOANS efforts in improve diversity, equity, and inclusion throughout the organization.
- Ensure a high level of customer service, technical knowledge and performance from the Asset Management, Data Management, Compliance and Refinancing staff.

Support and encourage professional development within the Outcomes team. Ensure staff development is aligned and supported through the VOA Housing University;

- Ensure complete and quality usage of existing technology including the asset management database;
- Ensure departments have written policies and processes to ensure consistency of operations, appropriate risk management and employee accountability;
- Lead efforts to develop capacity amongst existing and new personnel to asset manage and operate market rate and other new product types with emphasis on asset financial performance.

Inter Departmental Coordination and Strategy Setting

- Coordinate with other departments to ensure coordinated strategies and policies with the goal of achieving high level mission and margin performance, risk management, communication and a high level of employee morale;
- Provide leadership to resolve conflicts and to implement strategies to ensure accountability for communication and appropriate conflict resolution amongst staff;
- Ensure teams are providing timely and accurate information to coordinating departments and to external stakeholders;
- Develop and manage to yearly departmental budget. Provide oversight and approval of departmental expenditures and classification.

Advocacy, Policy and Communication

- Advise executive staff regarding regulatory policy recommendations and advocacy efforts. Participate directly in advocacy meetings and industry associations as directed by executive staff;
- Develop relationships and partnerships to support grass roots advocacy efforts that support access and engagement by housing residents;
- Establishes and maintains effective relationships with key constituencies, including executives, staff, and volunteers within the Volunteers of America and affiliate leadership;

- Serve as a liaison to numerous representatives within the regulatory agencies of federal and state government, other non-profit community based organizations, and advocacy groups in the field;
- Ensure active community relations and involvement, including personal participation in community activities and professional associations;
- Ensure organizational representation in a wide variety of high visibility, positive impact funding source and regulatory agency forums and events;
- Keep abreast of changes within the industries and assures that the most progressive and effective techniques and philosophies are being implemented.

Required Qualifications:

- A minimum of a bachelor's degree from an accredited institution is required. Acceptable majors include business, architecture, engineering or finance. A graduate degree in planning, real estate development, finance or business is desired;
- Minimum of 10 years experience in the multifamily housing industry with specific real estate experience. Experience managing a diverse set of property types including but not limited to affordable housing properties;
- Passion for Volunteers of America's mission combined within ability to deliver industry leading management quality and achievement of financial goals;
- Experience managing people and teams. Ability to motivate staff toward a shared strategic vision. Ability to balance a 'hands-on' approach with strong ability to delegate. Does not lose control of details, timeline and performance of projects under management;
- Experience working collaboratively with internal and external teams and stakeholders and ability to motivate others, up, down and across the organization. Strength of character and flexible style to work successfully with a range of people, from peers, staff, Board members, investors and other outside professionals. Has the personal presence to deal effectively and independently with these constituencies;
- Proven ability to implement strategic growth plans;
- Has established industry relationships that we are able to leverage and ensure asset management excellence, promotion of the organizations activities, advocacy work and management portfolio growth;

- Experience in property asset management, financial analysis, insurance/risk management, accounting, valuation of income-producing real estate, capital markets, tax management, customer/client/regulator relations, code and law;
- Excellent written, verbal, and interpersonal skills. Strong analytical skills including problem solving, persuasion, conflict management, and negotiating skills. Demonstrates organizational skills with attention to detail and the ability to manage multiple priorities and projects. Must also exhibit flexibility to adapt to a constantly changing environment and maintain customer focus;
- Ability to work flexible hours. Ability to travel is required.

Apply Directly Here: <https://recruiting.ultipro.com/VOL1002VANS/JobBoard/04944ae5-9664-44e6-b9ee-572ba28e4da8/Opportunity/OpportunityDetail?opportunityId=94ad0eec-5747-4b7c-ba56-adf27684dc73>