

Position Opening

Directory of Property Operations

Murfreesboro Housing Authority is seeking a qualified and motivated **Director of Property Operations** to join our team. The Director of Property Operations provides strategic leadership and operational oversight of all property management functions for Murfreesboro Housing Authority's ("MHA" or "Authority") affordable housing portfolio, including properties operating under the Low-Income Housing Tax Credit (LIHTC), Project-Based Rental Assistance (PBRA), and other affordable housing programs owned or managed by the Authority.

The Director is responsible for ensuring operational excellence and regulatory compliance with HUD, LIHTC, investor, lender, and other applicable federal, state, and local requirements while driving high performance across occupancy, leasing, resident relations, rent collections, property operations, and overall portfolio performance. The position provides leadership to assigned staff, collaborates closely with the Maintenance Director to ensure property readiness and preserve the Authority's physical assets, and serves as a key member of the Authority's leadership team.

All activities must support Murfreesboro Housing Authority's mission, strategic goals, and objectives.

Essential Duties and 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.

Leadership and Property Operations

- Provides strategic leadership and direction for the Authority's property management operations to ensure high-quality housing, exceptional customer service, regulatory compliance, and operational excellence.
- Plans, organizes, directs, and evaluates the overall operations of the Authority's affordable housing portfolio, including properties operating under Low-Income Housing Tax Credit (LIHTC), Project-Based Rental Assistance (PBRA), and other affordable housing programs.
- Supervises, mentors, develops, and evaluates assigned staff while fostering a culture of accountability, collaboration, professionalism, and continuous improvement.
- Establishes performance expectations, operational goals, and measurable performance standards for assigned staff and property operations.
- Develops and implements operational strategies that improve occupancy, resident satisfaction, operational efficiency, and overall portfolio performance.
- Provides regular reports and recommendations to the Chief Executive Officer regarding operational performance, emerging risks, resource needs, and strategic initiatives.
- Serves as the Authority's subject matter expert on property operations and advises the Chief Executive Officer on portfolio performance, operational risks, organizational improvements, and strategic initiatives affecting the Authority's affordable housing portfolio.

Property Management

- Oversees all aspects of property management operations, including occupancy, leasing, rent collections, delinquency management, resident relations, lease enforcement, and turnover management, while coordinating closely with the Maintenance Director to support overall portfolio performance.
- Monitors property performance through established key performance indicators and develops corrective action plans when performance standards are not achieved.
- Reviews property operating reports, occupancy trends, financial performance indicators, and operational metrics to identify opportunities for improvement.
- Ensures policies, procedures, and operational practices are consistently implemented across the Authority's property portfolio.
- Develops, implements, and monitors standardized operating procedures and performance standards to ensure consistency across all Authority properties.

Regulatory Compliance

- Ensures compliance with applicable HUD, LIHTC, PBRA, investor, lender, and other federal, state, and local regulatory requirements governing the Authority's affordable housing portfolio.
- Oversees Management and Occupancy Reviews (MORs), NSPIRE inspections, regulatory monitoring, file reviews, and corrective action efforts to ensure continued program compliance.
- Coordinates with property management staff, finance, maintenance, consultants, investors, lenders, and regulatory agencies to resolve compliance issues and implement corrective actions.
- Reviews operational practices and recommends policy and procedural improvements that strengthen compliance and reduce organizational risk.

Asset Preservation and Maintenance Coordination

- Collaborates with the Maintenance Director to coordinate property maintenance activities, unit readiness, preventive maintenance initiatives, capital improvement projects, inspections, and long-term asset preservation efforts.
- Works collaboratively to ensure vacant units are prepared for occupancy in a timely manner and that maintenance priorities support occupancy goals and resident satisfaction.
- Participates in planning for capital replacements, rehabilitation projects, and operational improvements affecting the Authority's housing portfolio.

Budgeting and Administration

- Participates in the development and administration of property operating budgets and monitors expenditures to ensure responsible stewardship of Authority resources.
- Reviews contracts, vendor performance, and service delivery related to assigned operational responsibilities.
- Prepares reports, analyses, and recommendations for the Chief Executive Officer, Board of Commissioners, regulatory agencies, investors, lenders, and other stakeholders as required.

Professional Development

- Maintains current knowledge of affordable housing regulations, property management best practices, industry trends, and applicable federal and state requirements through continuing education and professional development.
- Performs other duties as assigned.

Required Knowledge, Skills, and Abilities

- Thorough knowledge of affordable housing property management principles, operations, and regulatory requirements, including LIHTC, PBRA, Fair Housing, and other applicable federal, state, and local laws.
- Knowledge of occupancy and leasing, rent collections, resident relations, property inspections, asset preservation, Management and Occupancy Reviews (MORs), NSPIRE inspections, and regulatory compliance.
- Strong leadership, supervisory, and team development skills, with the ability to establish accountability and drive high performance.
- Strong analytical, critical thinking, and problem-solving skills, with the ability to identify operational risks, evaluate alternatives, and implement effective solutions.
- Ability to interpret and apply laws, regulations, policies, and procedures while exercising sound judgment and independent decision-making.
- Ability to analyze operational and performance data, identify trends, and develop strategies to improve portfolio performance.
- Excellent organizational, project management, and time management skills, with the ability to manage multiple priorities and meet deadlines.
- Excellent interpersonal and communication skills, with the ability to establish and maintain effective working relationships with employees, residents, regulatory agencies, investors, lenders, contractors, consultants, and the public.
- Proficiency in Microsoft Office applications, property management software, and other technology used in affordable housing operations.
- Ability to maintain confidentiality, exercise professionalism, and perform work with accuracy and attention to detail.
- Ability to lead organizational change, improve operational processes, and foster a culture of accountability, continuous improvement, and customer service excellence.

Education and/or Experience

- Bachelor's degree in Public Administration, Business Administration, Housing Management, Real Estate, Finance, or a related field is preferred. A minimum of five (5) years of progressively responsible experience in affordable housing property management, operations, housing administration, or a related field is required, including three (3) years of supervisory or management experience. An equivalent combination of education, training, certifications, and experience may be considered.
- Experience with Low-Income Housing Tax Credit (LIHTC), Project-Based Rental Assistance (PBRA), and other HUD-assisted housing programs is required. Experience overseeing affordable housing operations, regulatory compliance, occupancy, leasing,

and property performance is strongly preferred. Professional certifications such as Certified Occupancy Specialist (COS), Tax Credit Specialist (TCS), Housing Credit Certified Professional (HCCP), Certified Property Manager (CPM), or similar affordable housing or property management credentials are desirable.

The Murfreesboro Housing Authority is an Equal Opportunity Employer.

Resumes' will be accepted at hr@mha-tn.org until the position is filled.