

Southwood Operations and Asset Manager

JOB DESCRIPTION



Location:	Southwood Mobile Home Park
Reports to:	Director of Asset and Property Management
Supervisees:	Southwood Assistant Property Manager
Travel Requirements:	None required
Employment Type:	Full-time, salaried

ORGANIZATION OVERVIEW

Habitat for Humanity of Greater Charlottesville (“Habitat”) is a non-profit organization that brings people together to build and rebuild homes and communities, so that everyone in Charlottesville can have a decent place to live. We are deeply committed to working in respectful partnership with community members to support healthy neighborhoods.

Habitat is currently redeveloping the Southwood Mobile Home Park, a 120-acre, 1,300 resident community located in Albemarle County. We are working side by side with residents to plan for a mixed-use, mixed income community of more than 1,000 new homes and businesses. When complete, Southwood will be a national model of compassionate and inclusive resident-led redevelopment. At Southwood and elsewhere, Habitat rebuilds communities via a long-term Asset Based Community Development approach, using the skills and talents of community members to help them achieve their own vision.

POSITION SUMMARY

The Southwood Operations and Asset Manager is responsible for managing all aspects of the Southwood property to ensure the park remains a safe, clean, and attractive environment for residents while providing excellent customer service. This position will oversee leasing, resident relations, and compliance in accordance with Habitat’s Property Management for Success principles. This position also supervises rental operations in redeveloped Southwood.

The ideal candidate will have a strong background in property management, compassion for residents, excellent communication skills, a proactive approach to problem-solving, and fluency in Spanish and English. This position is primarily in-person with limited opportunities for remote work.

DUTIES AND RESPONSIBILITIES

The responsibilities of this position will vary significantly from day to day and week to week. Below is a list of likely responsibilities:

Southwood Mobile Home Park Property Management and Resident Relations:

- Oversees the daily operation of the park (currently 234 occupied pads)
- Ensures resident compliance with lease terms and park rules and regulations
- Oversees the leasing and management of Habitat owned rental trailers
- Addresses resident concerns, resolves conflicts, and responds to inquiries in a timely and compassionate manner centered in the experience of the residents
- Supports residents as they prepare for park redevelopment and their transition out of their mobile home in partnership with Rehousing and Community Engagement staff
- Oversees mobile home disposition in partnership with the Southwood Maintenance Manager and Land Development

- Works to build a cohesive and positive community among residents through regular communication, respect, and collaboration
- Supports community events and/or activities to foster a positive living environment

Rental Operations for Redeveloped Southwood:

- Manages condo rental units in redeveloped Southwood, including tenant relations, leasing, maintenance, and unit turnover (14 total units as of January 2025).
- Ensures resident compliance with condo rental lease agreements as well as condo Owners Association rules and regulations
- Manages partnership with Albemarle County Housing Choice Voucher program and compliance
- Serves as the affiliate's primary point of contact for the Condo Association Management Company for all owned rental units in Redeveloped Southwood

General Property Management Administration:

- Implements legal action, consults with legal counsel, and attends court hearings as needed
- Monitors and manages Southwood rental operations record keeping and reporting
- Supports preparation of annual budget, monitors expenditures, & performs monthly reconciliations
- Ensures property compliance with all local, state, and federal laws and regulations
- Maintains professional and positive relationships with agencies, stakeholders and public officials
- Responds in the event of a major emergency (fire, flood, violent crime, etc.) that cannot be managed by the employee on-call
- Reports major emergencies or incidents to the Director of Asset and Property Management and submits Incident Reports, as needed

QUALIFICATIONS AND EXPERIENCE

The Southwood Operations and Asset Manager is a results-driven individual with at least 3 years of experience in residential property management or related field. The ideal candidate will hold Bachelor's degree in Business Administration or other related field experience and will also have/be:

- Bilingual speaker (English/Spanish)
- Familiarity with property management software
- Basic understanding of Landlord and Tenant Law

In addition to the above, all staff members are expected to exhibit the following on a consistent basis:

- A dedication to an interdisciplinary, collaborative approach to work
- Passion for supporting the organization's mission and for maintaining programmatic excellence
- Proven success working with individuals of diverse backgrounds
- Ability to manage multiple projects and assignments simultaneously, often with competing deadlines
- Communication skills that allow for productive sharing, debate, and exchange of information and ideas, whether verbally or in writing

PHYSICAL REQUIREMENTS

- Ability to walk, stand, and sit for extended periods
- Ability to respond to emergencies outside of regular business hours
- Must be able to lift up to 15 pounds at times

This job description is intended to provide general information about the position. It is not an employment contract and is not intended as a complete list of all job roles and responsibilities. The incumbent may be required to perform other roles and responsibilities. As with all positions, the responsibilities, roles, and requirements of this job may change. The organization, at its discretion, may alter this job description at any time with or without notice.