



**Position:** Regional Manager

**Reports to:** Vice President, Operations

**Supervises:** All Community Associates

### Overview

Adding value, every day. LSA Management is an innovative new property management firm combining the expertise and passion of Laurel Street and Avanath Capital. As partners in this exciting new venture, Avanath will bring its national experience in property operations together with Laurel Street's local expertise in developing and preserving multifamily communities. LSA will have a long-term owner's focus on quality and impact providing a unique opportunity to add value for residents, team members, and partners.

Headquartered in Charlotte, LSA strives to provide best-in-class property management for apartment communities across the Southeast. In 2023, LSA Management will manage nearly 3,000 units from Laurel Street's development portfolio in Virginia, North Carolina and Georgia.

### The Role

The Regional Manager is given broad operating latitude and decision-making responsibility for the management of a significant real estate portfolio. The Regional Manager impacts every LSA Management team member working at a community assigned to them. The Regional Manager supports our brand, helps build our reputation, focuses our efforts on consistent excellence and enhances the service we bring to our residents, guests, and communities. This person will provide their expertise and management to the development, lease up, acquisition, due diligence, and capital improvements strategies in our management platform and overall property operations.

The successful Regional Manager will contribute to the oversight of our systems, ensuring quality procedures and training in those procedures, with assistance from other corporate team members. Continual improvement in efficiency, technology, and support of our teams will be a key focus. The Regional Manager is a key contributor to fostering high company morale and must be a cheerleader for our success and potential.

They must manage the properties for which they are responsible, with regard given to promoting business ethics and fairness in the exercise of rental and management practices. The Regional Manager creates the atmosphere necessary to support the greatest possible satisfaction and well-being of all people at the properties, including fellow team members, residents, consistent with the goals and objectives of the company.

The Regional Manager must exhibit strong organizational skills, leadership, superior business judgment and management, an acute concern for customer satisfaction, and a strong sense of fairness and integrity.



## Key Accountabilities

### **Fiscal and Operational Responsibilities**

- Must visit their communities no less than three times a week to ensure the needs of communities are met. The goal is to confirm the LSA Management standard for staff operations, resident engagement, and business protocols are met in an effective and efficient manner.
- Produces reports and monthly financials in an accurate and timely fashion and in alignment with LSA Management's operational protocol as established.
- Periodic compilations of traffic and marketing expenditures per lease, per traffic, etc., where applicable.
- Review and summarize market trends as contained in monthly market surveys. Continuously monitor the marketplace and document new projects pursuant to a standard competitive survey format.
- Review monthly operating results prepared by accounting, site teams, and asset management.
- Review and be prepared to explain approve monthly financial variances via the Community Operations call reports.
- Maximize the operating efficiency and financial performance of the Region by developing strategic plans for enhanced performance. This includes but may not be limited to ensuring the communities are at max rents and/or identify plans to meet revenue projections.
- Review and limit revenue loss by diligent management of apartment vacancy, resident responsible rent delinquencies, and subsidy payments.
- Assist in the development and execution of the region's operational budgets. Prepares and reviews monthly operating statements for accuracy, budgets to actual variances and bottom-line cash flow control. Work collaboratively with the asset management team to ensure positive performance to budget and prepare effective business cases for large variances not previously budgeted.
- Produces reports and monthly financials in an accurate and timely fashion and in alignment with LSA Management's operational protocol as established.
- Periodic compilations of traffic and marketing expenditures per lease, per traffic, etc., where applicable.
- Review and summarize market trends as contained in monthly market surveys. Continuously monitor the marketplace and document new projects pursuant to a standard competitive survey format.
- Review monthly operating results prepared by accounting, site teams, and asset management.
- Review and be prepared to explain approve monthly financial variances via the Community Operations call reports.
- Maximize the operating efficiency and financial performance of the Region by developing strategic plans for enhanced performance. This includes but may not be limited to ensuring the communities are at max rents and/or identify plans to meet revenue projections.
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### **Fiscal and Operational Responsibilities (continued)**

- Work collaboratively with regional, asset management and corporate staff to oversee large capital projects and effectively communicate between multiple departments where applicable, including communication with the residents regarding any impact to the community as well as promoting the positive changes upon completion.
- Assist the teams in preparing and submitting subsidy vouchers, where applicable.
- Work with property staff to ensure that all rent relief resources, payment requests and submissions are processed and received to reduce revenue loss.
- Participate in the due diligence process to identify operational challenges and opportunities for operational efficiency and alignment with the investment strategies outlined by the team.
- Work collaboratively with the Community Onboarding Manager to ensure a successful and efficient process for newly constructed or acquired assets.
- Respond to any potential housing violations and liability concerns regarding the property in a prompt, transparent and effective manner by working with staff and support partners such as the compliance and regional teams.

### **Staff Leadership**

- Responsible for managing several communities with a diverse workforce.
- Direct and support the personnel and performance of each community, coaching leaders and providing clear and concise feedback and direction, selection, and staffing decision-making.
- Work with and support all back office and corporate support functions which includes but is not limited to compliance, finance and accounting, asset management, capital projects and human resources.
- Assess and complete the team's performance on an annual basis.
- Recognize opportunities for team development when there are performance or cultural concerns.
- Challenge all team members to achieve higher levels of performance by establishing and communicating clear goals.
- Able to respond to any team member's concern, maintenance condition, resident problem, breach of security, and/or emergency.

### **Resident Relations + Customer Service**

- Positive interaction and communication with residents regarding operational concerns, community initiatives and other community related subjects.
- Remain diligent with resident communications, calling back, answering inquiries, and managing their expectations as well as the business needs within the community.
- Refers residents as necessary to appropriate services and agencies which might be able to help as needed.
- Assist the team in creating and implementing systems that provide necessary services to residents, including immediate acknowledgement and prompt action to correct complaints.



## Qualifications

- 5+ years of experience in community management position is required, with previous experience as a Regional Manager preferred.
- 7+ years in multifamily experience highly desired, including affordable housing and conventional/market rate experience preferred. Knowledge of tax credit and HUD programs and their associated compliance, inspection, and operating requirements is highly desired.
- Experience leading successful lease ups of new developments preferred.
- Experience with training of community team members is desired.
- Must possess intermediate skill level of the Microsoft Office Suite (Word, Excel, PowerPoint), property management systems, Internet, and email.
- Frequent travel within region as well as corporate and industry travel is required.
- Strong interpersonal skills as well as strong verbal and written communication skills are required.
- Ability to interact effectively with residents, housing/tenant associations, senior executives, business vendors, community team members, and owner/investor contacts as needed is required.
- Flexibility and ability to work well under time and other constraints is expected
- Must be able to prioritize and meet deadlines for multiple projects simultaneously underway.
- Proof of Covid-19 vaccination is required to be employed by LSA.

## Physical Demands & Working Conditions

- This position is classified as essential staff and is expected to report to work and adhere to all safety and business protocols.
- Frequent sitting and walking.
- Travel within the region and to other business offices and events via airline, trains, and automobiles.
- Repetitive use of computer, keyboard, mouse, and phone.
- Reading, comprehending, writing, performing calculations, and communicating verbally.
- May work in an elevated site, may walk on uneven ground.
- Occasional squatting, bending neck/waist, twisting neck/waist, pushing, and pulling.

## How LSA Management Supports You

We know that our teams are the heart of our success and growth, and we are committed to showing our appreciation.

We offer:

- Culture Built on Purpose and Core Values
- Comprehensive Benefits – health, dental & vision, 401(k), personal time off, paid holidays and more!
- Growth is based on achievement and an emphasis on promoting from within our ranks
- Development – a commitment to creating opportunities to learn and expand your knowledge in the industry from online training platforms to training classes to one-on-one coaching.



## Diversity & Inclusion

LSA Management is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion.

Our human capital is the most valuable asset we have, and diversity, equity, and inclusion (“DEI”) are at the very core of LSA Management’s operating and investment philosophy. We believe that bringing together people with diverse thoughts, backgrounds, talents, and experiences at all levels of our organization, including the executive team, enables us to proactively and creatively achieve our mission to enable opportunities for hard-working American families. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of our culture, our reputation, and our achievements.

We embrace and encourage our employees’ differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

Our organization’s diversity initiatives include—but are not limited to—our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees’ varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for diversity.

## Apply

To apply, please send your resume to [lsacareers@lsamgmt.com](mailto:lsacareers@lsamgmt.com)