



JOB TITLE: Regional Manager
DEPARTMENT: Property Management
REPORTS TO: Vice President of Property Management
SUPERVISES: Property Team
FLSA STATUS: Exempt

COMPANY SUMMARY:

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 brings its national experience in property operations together with Laurel Street's expertise in developing and preserving multifamily communities. LSA has a long-term owner's focus on quality and impact providing a unique opportunity to add value for residents, team members, and partners. LSA strives to provide best-in-class property management for apartment communities across the Southeast. Headquartered in Charlotte, LSA Management provides property management services for all Laurel Street communities as well as Avanath's communities in Georgia and North Carolina. In 2023, this includes 3,000 units in Georgia, North Carolina, and Virginia. By 2030, LSA Management expects to have a management portfolio of over 10,000 units.

Laurel Street is a mixed-income housing developer and owner headquartered in Charlotte, North Carolina with a development portfolio of nearly 5,000 units across the Southeast. Our portfolio includes a mix of Low-Income Housing Tax Credit communities and workforce housing developments that serve middle income and market rate households. Avanath is a vertically integrated owner, operator, and investment fund manager of over \$3.5 billion in assets. Avanath is based in Irvine, California and manages over 18,000 units. Both organizations are deeply committed to providing best in class housing opportunities for families of all income levels.

POSITION SUMMARY:

The incumbent in this role will be responsible for managing multiple communities in an efficient and profitable manner and creating the greatest possible satisfaction and wellbeing of its residents, workforce and the communities in which it serves. These essential business objectives will be accomplished and in alignment with LSA's operational goals and objectives for the region and the company overall. This role will be responsible for our communities in the region and consists of affordable, mixed income, senior, multifamily, and other conventional workforce communities.



EXPECTATIONS FOR ALL EMPLOYEES

Supports the organization's values and culture by supporting and encouraging collaboration, innovation, excellence, and commitment to the communities we serve, and meeting the owner's goals and objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **OPERATIONS** - Maximize the operating efficiency and financial performance of the portfolio by developing strategic plans for enhanced performance. This includes:
 - Ensuring the communities are at max rents and/or identify plans to ensure revenue projects and increased revenue.
 - Must work at the community at least three times a week to ensure that the needs of communities, the LSA standard for staff operations, resident engagement and business protocols are met effectively and efficiently.
 - Assist in the development of the region's collections and implement a system to achieve minimal rent delinquency.
 - 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.
 - Puts out to bid various needed community service contracts, negotiates as needed and recommends contract services to VP of Operations for approval.
 - Coordinates and oversees on-site operations including budget implementation, compliance matters, vendor relationships, contractor workmanship, rent collections, accounts payable, etc. to ensure smooth operations of the property and established benchmarks are being met and maintained

- **BUDGETING** -
 - Assist in the development and execution of the region's annual 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.

- **REPORTING** -
 - Produces reports and monthly financials in an accurate and timely fashion and in alignment with LSA's operational protocol as established.
 - Review and limit revenue loss by being diligent in looking at operational metrics such as number of days vacant, delinquency reports, subsidy payments, etc.



- **CAPITAL PROJECTS -**
 - Work collaboratively with the VP of Operations, 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.

- **COMPLIANCE -**
 - 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.
 - 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.

- **LEADERSHIP-**
 - Work collaboratively with the Community Onboarding Manager to ensure a successful and efficient process for newly acquired assets.
 - Direct and support the on-site 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.
 - Assesses and completes the team's performance evaluations on an annual basis
 - Recognizes opportunities for team development when there is performance based and cultural concerns.
 - Challenges all team members to achieve higher levels of performance by establishing and communicating clear goals.
 - Respond to any and all team member's concern, maintenance condition, resident problem, breach of security, and/or emergency in a timely manner.

- **SAFETY -**
 - Review all communities and operational standards for opportunities that align with the Organization's vision of Lifestyles within reach.
 - For example, are all health matters identified and managed properly, efficiently and with the appropriate sense of urgency.
 - Confirm the fire stops/fire outs installed within the community.
 - Ensure the cameras/surveillance systems are operating as designed.



- Conduct property safety audits to ensure all safety concerns are addressed and corrected when found.
- **RESIDENTS –**
 - Ensure positive interaction and communication with residents regarding operational concerns, community initiatives and other community related subjects are maintained at all levels.
 - 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 other 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.
 - Ensure resident social activities are planned as required by appropriate programs or as needed to keep residents active in the community.

QUALIFICATIONS/SKILLS & KNOWLEDGE, ABILITIES REQUIREMENTS

- 7+ years of experience in community management position is highly desired
- 10+ years in multifamily experience highly desired
- Must possess intermediate skill level of the Microsoft Office Suite (Word, Excel, PowerPoint), property management systems, Internet and email
- Knowledge of LIHTC and Tax Credit/Bond/conventional qualifications highly required – Based on the needs of the region
- 5-7 years of experience in regional property management industry required
- Designations in the Multifamily and Affordable Housing Industry preferred i.e. CPM, HCCP, C3P, etc.
- Frequent travel within region as well as regional corporate and industry travel required
- Training experience desired
- Strong interpersonal skills as well as strong verbal and written communication skills required
- Ability to interact effectively with residents, housing/tenant associations senior executives, business vendors, community associates and investor contacts as needed
- Ability to work well under time and other constraints; must be adept at multi-tasking
- **Proof of Covid-19 vaccination is required to be employed by LSA**