

Brookline Housing Authority

Position Description

Position Title:	Assistant Director of Property Management	Department:	Property Management
Reports to:	Director of Property Management	Approved By:	Executive Director
FLSA Status:	Exempt	Approved Date:	October 2025
PAY RANGE:	\$105,000.00 - \$115,000.00		

About Brookline Housing Authority

The Brookline Housing Authority (BHA) is a high-performing agency committed to delivering exceptional public housing services. We pride ourselves on maintaining strong compliance, resident-focused service, and effective property management across all our sites.

Position Summary

The Assistant Director of Property Management supports the Director of Property Management by overseeing BHA's public housing sites. This position involves direct management of an 86-unit state public housing development and operational oversight of two additional state housing sites and potentially one federal site. The role balances direct service delivery, staff supervision, compliance monitoring, and strategic support. The Assistant Director also collaborates on staff training, policy development, and resident communication. A strong presence at each site is expected to support consistent, high-quality operations.

The Assistant Director provides daily supervision to 2–3 Property Managers who collectively manage approximately 400–500 non-age-restricted units. This role includes developing site coverage plans, ensuring uninterrupted services during staff absences, and supporting recertifications and income verifications. The position is instrumental in maintaining file compliance, rent calculations, and resident satisfaction.

Essential Duties and Responsibilities

Operational Oversight

- Directly manage an 86-unit Massachusetts state-aided public housing site.
- Supervise and support Property Managers at two additional state housing developments and possibly one small federally-aided development.
- Develop and implement coverage plans, serving as acting Property Manager when necessary.
- Maintain a regular on-site presence across assigned locations.
- Assist the Director of Property Management with operational challenges, legal issues, and resident concerns.
- Coordinate with Maintenance and Resident Services departments to ensure service delivery.

Compliance & Quality Control

- Conduct regular audits of resident files for compliance with EOHLC, HUD, and BHA policies.
- Monitor rent calculations and ensure timely, accurate annual and interim recertifications.
- Perform internal file reviews in preparation for regulatory audits; identify and resolve discrepancies.
- Track compliance performance across sites and implement corrective action plans as needed.

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- Support site staff in using WAGE Match and/or EIV reports to verify income and resolve discrepancies.

Recertification Support

- Provide hands-on assistance during annual and interim recertification periods.
- Troubleshoot complex cases involving income verification, lease enforcement, or eligibility.
- Ensure resident files are complete, accurate, and audit-ready at all times.

Training & Staff Development

- Lead team meetings on policy updates, software usage, and compliance procedures.
- Assist in the training and onboarding of new Property Management staff.
- Support development and delivery of ongoing training programs.
- Collaborate with Director on creating standard operating procedures and drafting resident notices or policy updates.

Reporting & Coordination

- Contribute to the preparation of reports and analysis of program effectiveness.
- Participate in strategic planning with the Director of Property Management.
- Represent BHA in meetings with resident councils, state agencies, and other stakeholders.
- Perform other related duties as assigned.

Work Schedule

- The Assistant Director of Property Management may follow a hybrid work schedule: four days in-office and one day remote.
- Occasional evening or weekend meetings and events may be required.

Minimum Qualifications

Education and Experience

- Bachelor's degree in business administration, Public Administration, Housing Management, or related field preferred; equivalent work experience will be considered.
- Minimum three (3) years of progressively responsible experience in affordable housing property management.
- Supervisory experience preferred.
- Strong knowledge of Massachusetts State Public Housing (EOHLC) and Federal Public Housing (HUD) programs preferred.
- Experience with rent calculation, and recertification processes required.

Technical Skills

- Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), and SharePoint.
- Experience with housing software PHA-Web is a plus.
- Ability to quickly learn other software systems as needed.

Behavioral Competencies

- Leadership: Provides direction and feedback to team members, promotes accountability, and models professionalism.
- Job Knowledge: Demonstrates expertise in housing operations, regulatory compliance, and organizational policies.
- Customer Service: Delivers responsive, respectful service to residents and staff; resolves issues effectively.

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- **Communication:** Communicates clearly and concisely; adapts messages for different audiences and platforms.
- **Teamwork:** Collaborates across teams, supports others, and contributes to shared goals.
- **Responsiveness & Accountability:** Maintains high standards for personal and team performance; follows through on commitments.
- **Safety Awareness:** Promotes safe work environments and identifies safety concerns proactively.

Physical Demands

- Regular visits to housing sites involving walking, stair climbing, and navigating multi-story buildings.
- Daily movements include sitting, standing, and operating standard office equipment.
- Must be able to lift and transport up to 25 pounds occasionally.
- Reasonable accommodation may be made for individuals with disabilities.

Work Environment

- Typical office setting with moderate noise levels.
- Regular time spent at housing sites and occasional off-site meetings.
- Reasonable accommodations may be made to support individuals with disabilities.