

Real Estate Manager \$60,000

The Real-Estate Manager serves as the administrative and operational support hub for the Facilities Department, assisting both the Real Estate Director and Facilities Director in the management and maintenance of the agency's real estate portfolio. This role combines facilities administration, maintenance coordination, compliance monitoring, reporting, vendor and landlord relations, and customer service.

The Manager is responsible for overseeing work order management, coordinating maintenance activities, ensuring regulatory compliance, monitoring apartment readiness and occupancy, supporting preventive maintenance initiatives, and collaborating with landlords, program staff, contractors, and city agencies to maintain safe, quality, and affordable housing across all UPS scattered-site programs.

Compliance & Legal Responsibilities

Ensure all facilities and real estate operations comply with applicable local, state, and federal regulations, including:

- Fair Housing Act (FHA)
- Americans with Disabilities Act (ADA)
- Local housing and building codes
- Zoning requirements
- Health and safety regulations

Essential Duties and Responsibilities

- Provide administrative support to the Real Estate Director, Facilities Director, and Facilities Department.
- Serve as primary support for department operations, including coverage of the ***Real Estate Director and Facilities Department desk during absences.***
- Coordinate communication between internal departments, landlords, funders, vendors, contractors, and external agencies.
- Assist with administrative and operational projects related to the maintenance department
- Attend required trainings, meetings, and in-service programs; record and maintain meeting minutes as needed.

Maintenance Coordination & Work Order Management

- Receive, enter, track, and manage maintenance requests and work orders through the agency's electronic management system.
- Assign and monitor work orders to maintenance staff, vendors, and contractors, ensuring timely completion and closure.
- Follow up on outstanding repair requests and maintenance issues until resolution.

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- Maintain accurate records of completed repairs, inspections, and preventive maintenance activities within the Foothold database.
- Coordinate maintenance schedules and service requests with staff, vendors, custodians, and contractors.
- Identify maintenance issues, recommend solutions, and coordinate appropriate corrective actions.

Facilities Inspection & Compliance

- Conduct or coordinate facility and apartment inspections to evaluate safety, cleanliness, habitability, and maintenance needs.
- Monitor compliance with agency standards, life-safety requirements, and housing regulations.
- Track building violations, hazards, and corrective actions in collaboration with city agencies, landlords, and the Facilities Director.
- Report identified hazards and safety concerns to appropriate personnel and agencies.

Apartment Turnover & Occupancy Management

- ***Coordinate resident admissions and discharges related to apartment readiness.***
- ***Monitor apartment turnover and vacancy status to ensure compliance with occupancy requirements, including the City's 90-day vacancy rule.***
- ***Work with property management companies and program staff to ensure apartments are move-in ready and meet agency quality standards.***
- ***Conduct regular reviews with property management companies regarding occupancy, apartment readiness, and operational concerns.***

Scheduling & Staff Coordination

- Prepare and manage maintenance staff schedules.
- Coordinate apartment inspections and preventive maintenance activities.
- Support Residential Managers and Program Directors in implementing repair schedules and maintenance initiatives.

Landlord, Vendor & Stakeholder Relations

- Serve as a liaison among landlords, superintendents, vendors, contractors, and agency staff.
- Support efforts to resolve maintenance issues and property concerns in a timely manner.
- Develop and maintain positive working relationships with landlords and external service providers.

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- Assist in maintaining an approved vendor list and procurement-related documentation.

Reporting & Documentation

- ***Complete and submit all required OTDA, agency, funder, weekly, and monthly reports within established deadlines.***
- Track assignments, deadlines, outstanding issues, and action items for the Real Estate Director and Facilities Director.
- Maintain accurate documentation, service records, inspection reports, and compliance records.
- Prepare status updates and operational reports for management and funders.

Preventive Maintenance & Asset Management

- Support the development and implementation of a preventive maintenance program for all UPS properties.
- Create and maintain inspection and maintenance checklists for:
 - Fire alarm and life-safety systems
 - Smoke and carbon monoxide detectors
 - Apartment inspections
 - Building equipment and systems
- Coordinate preventive maintenance activities with landlords, vendors, and facilities staff.

Financial & Fleet Administration Support

- Order maintenance supplies and process purchase orders in coordination with the Fiscal Department.
- Assist with expense tracking, including vehicle logs, fuel receipts, credit card expenses, inspection reports, and repair documentation.
- Support coordination with Fiscal and Leasing teams regarding leasing status, repairs, rental payments, and related reporting.

Qualifications – Must Have a Bachelor's Degree

- Strong organizational, administrative, and project coordination skills.
- Knowledge of facilities management, property management, maintenance operations, and housing regulations. **1-4 years Experience**
- Experience managing work order systems, vendor relationships, and maintenance scheduling.
- Ability to prioritize multiple tasks and meet deadlines.
- Proficiency in database and electronic work order systems.
- Excellent communication, customer service, and problem-solving skills.

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- Ability to work collaboratively with property managers, landlords, contractors, city agencies, and internal departments.