



Open Doors
Job Description

Job Title	Program
Properties Team Leader	Open Doors Atlanta
Role Mission	
To enable Open Doors to achieve its goal of meeting housing needs for 1000 to 1500 people each year by ensuring we have seamless systems that allow efficient placement of households in suitable partner properties.	
Role Scope	
The job holder will serve as the lead of a property navigation team. The Team Leader will oversee all referrals and multi-unit campaigns targeting properties in the property navigator team's portfolio. This Team Leader, along with the Open Doors Portfolio Director, will serve as the primary contact for all Open Doors property partners in their service area.	
Critical Role Outcomes	
<ul style="list-style-type: none"> • Onboard approved property managers and train on-site staff in Open Doors placement and reporting procedures. • In conjunction with the management, directly and proactively monitor and manage all referrals to ensure successful housing outcomes. • Utilize Salesforce, and other data management systems, to manage and optimize data entry, ensuring accuracy and completeness. • Develop and maintain effective case management processes within Salesforce, ensuring timely and efficient support to clients and stakeholders. • Train team members on Salesforce best practices and provide ongoing support and troubleshooting. • Collaborate with management to help determine bonus incentives for the team based on performance and achievement of goals. • Collect, analyze, and report on housing market data including rent, demographic, occupancy, and other trends. • Collect, analyze, and report on Open Doors placement data, as submitted by all stakeholders. • With the Open Doors Portfolio Director, support the identification of significant housing options for provider partner housing programs and residents. • Review reports from each property in portfolio identifying delinquent Open Doors tenants. • Coordinate and support provider partners in apartment pre-inspections process for placements, including environmental clearance, when required. • Submit all programmatic and position-related reports within specified timeframes. • Attend all assigned team meetings, trainings, and other events as assigned by the Portfolio Director or the Executive Director. • Complete supervision sessions and subsequent documentation with each Property Navigator once a week. • Maintain weekly, bi-weekly, or monthly communication with each property manager in portfolio (as determined in conjunction with the Portfolio Director). 	



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Report to: Portfolio Director

Manage/Supervise: Property Navigators, Interns, volunteers, contract employees (as assigned)

POSITION SPECIFICATIONS

Critical Experiences

- Experience in the fields of property or case management or sales within Metro Atlanta.
- Ability to establish and maintain positive, productive relationships with community members, government agency employees, industry professionals, suppliers, vendors, outside contractors servicing the community, maintenance personnel, regional property managers, members of the compliance and accounting departments, and other key stakeholders.
- Public speaking and pitch presentations and/or sales experience.
- Experience leading projects, teams, and employees as a direct supervisor.
- Knowledge and experience with supportive housing programs: Section 8, GHVP, Shelter Plus Care, Rapid Rehousing, PSH, VASH, SSVF, LIHTC, PBRA, TBRA and others.
- Understanding of the strategic issues affecting the affordable housing market.
- Bachelor's degree in communications, business, marketing, or a related field.
- Excellent organizational skills with the ability to work under limited supervision while maintaining a high degree of accuracy and production.
- Superb customer service orientation and effective oral and written communication skills, along with a positive and professional attitude.
- Ability to read and interpret documents such as leases, memorandums of understanding, and contracts.
- Ability to successfully pass a background check and drug screening and maintain a record that satisfies these requirements.
- Proficiency with MS Office applications (Outlook, Word and Excel software), as well as property management software (preferably Yardi).
- Possess a commitment to the values and ethical standards inherent in human services.
- Minimum of three years of experience in multi-family property management, with progressively increasing level of responsibility.

Other Attributes / Abilities

- Previous supervisory experience, preferably in a nonprofit or social services setting.
- Strong analytical and problem-solving abilities.
- Exceptional communication and interpersonal skills.
- Self-motivated and able to work independently.
- Compassion and understanding of the challenges faced by homeless individuals.
- Familiarity with property management and case management principles.

Core Competencies

Critical Thinking (Strength) - Connects disparate data sources together to form well founded and original conclusions; identifies the root cause to solve complex problems; identifies critical gaps in data or unchallenged assumptions to enrich analytical impact; makes timely decisions even when challenged by incomplete information.

Sense of Urgency (Strength)- Operates comfortably with minimal planning; drives through to the finish line despite obstacles; builds effective working teams to meet deadlines and commitments; allocates controlled resources to make urgent progress on critical priorities

Customer Focus (Mastered) - Recognizes and prioritizes different customer expectations to satisfy each interest; solicits data to measure and improve service level; anticipates and addresses potential or evolving stakeholder needs; uses insights to influence customer requirement and assumptions

Collaboration- (Strength) Identifies, proactively considers, and brings together the right people to meet business needs; finds common ground and solves problems that meet diverse stakeholder needs; contributes effectively outside of core responsibilities to improve team effectiveness; promotes and celebrates team accomplishments before individual accomplishments.

Communication (Mastered)-Communicates to achieve buy-in and consensus from people who share different views; delivers credible and influential messages that have the desired effect; shares important information openly, directly, candidly, and proactively.

5. Salary and Benefits

Salary Range: \$65,000 to \$90,000 (*Base increase adjusted for applicable qualifications and experience*)

- Performance-based, quarterly bonuses
- Medical
- Dental
- Vision
- Life Insurance
- Short-Term Disability
- Long-Term Disability
- Paid Holidays
- Paid Time Off (6 Hours Accrued per pay period – 156 annually)

6. Work site

Employee will work at program office and remotely in community, as permitted.

- Program Office – 2872 Woodcock Boulevard, Suite 211; Atlanta, GA 30341