



Job Description

Job Title:	Regional Manager
Reports To:	Chief Operating Officer
Department:	Regional Operations
Direct Reports:	Property Managers, site staff, and centralized staff assigned
Location:	Based at the Warwick office or another Devon back office within the portfolio. Travel to regional properties as required.
Salary:	\$70,000-\$80,000 experience based

Position Summary

The Regional Manager leads Devon Management's Hudson Valley region and is accountable for the operational, financial, and compliance performance of its 20+ affordable and market-rate communities. Reporting to the Chief Operating Officer, the role turns executive direction into consistent execution at every property, supervises the regional team, and serves as the escalation point between the region and senior leadership.

The Regional Manager also leads the transition of newly signed third-party properties onto Devon systems, policies, and standards. For new owners, their staff, and their residents, this person is the face of Devon from the first day of management and is accountable for bringing each property in line with the Devon way.

The role begins once a management agreement is signed. Business development and pre-contract evaluation remain with the executive team.

RESPONSIBILITIES: (INCLUDING, BUT NOT LIMITED TO)

Team Leadership & Supervision

- Supervise Property Managers, site staff, and centralized staff assigned to the region, including day-to-day direction, priority setting, and approval of time off within coverage constraints.
- Hire, onboard, and train regional staff using Devon's established role manuals and training plans.
- Conduct regular one-on-one meetings with direct reports and lead a standing regional team meeting.
- Set performance expectations, deliver reviews, and administer corrective action or performance improvement plans in coordination with Human Resources.

- Apply policies and performance standards consistently to every team member and document decisions.

Portfolio Performance & Site Oversight

- Review occupancy, collections, delinquency, and unit turn reports weekly and set priorities with site and centralized teams.
- Require a written action plan with a follow-up date for any property falling behind its targets.
- Monitor pricing, renewals, leasing activity, and resident retention at market-rate communities.
- Visit properties on a regular schedule to inspect units, grounds, and common areas, and track work order backlog and capital needs.

Financial Oversight

- Contribute to annual property budgets and explain monthly variances to the Chief Operating Officer and Accounting.
- Approve expenses within assigned authority limits.
- Review aged receivables and direct collection follow-up with the responsible staff.
- Identify capital needs and recommend priorities for upcoming budget cycles.

Affordable Housing Compliance

- Monitor recertification timeliness and file quality at LIHTC, Section 8/HUD, and HOME properties.
- Prepare properties for agency audits, Management and Occupancy Reviews (MORs), and NSPIRE inspections.
- Ensure audit and inspection findings are corrected and documented within required timeframes.
- Participate in annual Devon Operations Reviews for regional properties and own the resulting corrective action plans.
- Protect compliance deadlines, including recertification and agency reporting dates, as non-negotiable commitments.

Third-Party Property Transitions

- Lead the takeover of each newly signed third-party property using a standardized transition checklist, including the property walk, file and rent roll review, security deposit reconciliation, vendor and utility transfers, and Yardi setup.
- Issue the resident welcome letter and onboard retained site staff to Devon policies, systems, and standards.
- Build a 30/60/90-day stabilization plan for each new property and report progress to the Chief Operating Officer.
- Monitor the first operating cycles at each transitioned property closely and correct issues before they become habits.

Owner Relations

- Serve as the main operational contact for third-party owners.
- Prepare monthly owner reports in coordination with Accounting.
- Attend owner meetings and investor or syndicator site visits.
- Communicate property issues to owners early, with a recommended course of action.

Escalation & Cross-Functional Coordination

- Serve as the first escalation point for resident complaints, staff issues, and urgent property matters in the region.
- Coordinate with the Centralized Operations Manager on centralized functions serving regional properties, including rent collection, legal, subsidy, and work orders.
- Bring legal, safety, and major financial matters to the Chief Operating Officer promptly.
- Provide regular regional updates to the Chief Operating Officer covering performance, compliance status, staffing, and transition progress.

Standards & Process Improvement

- Ensure Devon policies, forms, and tools are applied consistently at every regional property, including newly transitioned sites.
- Identify process gaps found in the field and recommend improvements to leadership.
- Use reporting to identify process failures rather than individual blame, and drive corrective changes.

QUALIFICATIONS

- 5+ years of management experience with direct reports, including at least 2 years overseeing multiple sites or teams in property management, hospitality, operations, or a similar field.
- Multifamily property management experience, including affordable housing (LIHTC, Section 8/HUD, HOME), strongly preferred.
- Market-rate operations experience, including pricing and renewals, preferred.
- Third-party management or property takeover experience preferred.
- Working knowledge of budgets, P&L variance, and delinquency reporting.
- Demonstrated experience leading a turnaround, integration, or major process rollout.
- Proficiency in Yardi Voyager or comparable property management software.
- Excellent written and verbal communication skills with staff, residents, owners, agencies, and senior leadership.
- Sound judgment under competing deadlines, with the ability to make and defend prioritization decisions.
- Proficiency with Microsoft Office products (Word, Excel, Outlook) and Google Workspace.

- Bachelor's degree in Business Administration, Property Management, or a related field; or equivalent work experience.
- Industry credentials such as CPM, ARM, TCS, HCCP, or C3P preferred, or willingness to obtain within 12 months.
- Valid NYS Driver's License, reliable transportation, and the ability to travel to properties across the Hudson Valley.
- NYS Real Estate Salesperson License required; Devon provides licensing after hire.

PERFORMANCE METRICS

- Portfolio performance — regional properties meet occupancy, collections, and delinquency targets.
- Compliance — recertifications completed on time; agency audit, MOR, and NSPIRE findings corrected within required timeframes.
- Transition execution — each third-party property running on Devon systems and standards by the end of its 90-day stabilization plan.
- Owner satisfaction — monthly owner reports delivered complete and on schedule; owner concerns resolved promptly.
- Physical condition — unit turn times and work order backlog within targets; Devon Operations Review findings corrected by their follow-up dates.
- Team performance and retention — regional staff meet the metrics in their job descriptions; turnover within the region minimized.
- Reporting discipline — regional updates delivered to the Chief Operating Officer complete and on schedule.

Acknowledgement & Disclaimer: I acknowledge receipt of the **Regional Manager** job description for Devon Management Corp., which supersedes all prior verbal and written communications regarding this role. I understand this is a full-time, exempt position based at a Devon office, with regular travel to portfolio properties, that requires flexibility around portfolio deadlines, property transitions, and owner and agency schedules. I have read and understand the job description and agree to perform my duties accordingly as a condition of employment. This job description serves as a general guide and may not fully reflect the specific duties of this role. The hiring manager may modify it by striking out duties and initialing changes or by attaching an addendum with specific adjustments. Before acting on this job description, I will consult with the Chief Operating Officer or Human Resources. I understand this job description does not create a contract of any kind between Devon Management Corp. and me. If I have any questions or concerns regarding the position, I will consult my immediate supervisor or Human Resources for clarification.

Signature: _____ Date: _____

Print Name: _____