



Housing Program Manager

Reports to: Vice President, Asset Management

Status: Full-time, Exempt

About True Ground

True Ground Housing Partners was founded in 1989 by four families motivated to address affordable housing needs in Arlington, VA. Today, we have grown into one of the region's leading nonprofit affordable housing developers. Our rental communities provide affordable housing to more than 5,000 people in the Washington, DC Metro Region for neighbors earning between 30% and 80% of the Area Median Income (AMI). True Ground exists to provide quality affordable housing and resident-centered programming to help our residents make the most of their home.

Summary Description

The Housing Program Manager leads the facilitation and documentation of resident matter resolution across the True Ground portfolio, identifies trends that inform training and process improvements and works to ensure high resident satisfaction. In this customer service-oriented work, the role also serves as a primary point of contact for residents whose concerns require coordinated, cross-departmental solutions, working closely across asset management, resident services (including Resident Council), and property management. The Housing Program Manager monitors alignment between property management practices and True Ground's mission and values. The Housing Program Manager is both a skilled internal collaborator and a steady, resident-facing presence, bringing strong conflict resolution skills and working knowledge of affordable housing compliance to situations that do not always have straightforward answers.

Key Responsibilities

Resident-Facing Support & Resolution (35%)

- Serve as the primary problem solver for resident concerns that are raised to the ownership's attention, facilitating and documenting the resolution of resident matters across the True Ground portfolio
- Communicate transparently with residents regarding the status and resolution of their concerns; direct property management to take corrective action as needed to resolve matters
- Act as the customer service lead for residents and external parties requiring support that require
- Coordinate responses and follow-up, including listening sessions and Resident Council meetings

- Support Permanent Supportive Housing (PSH) partnerships and eviction prevention efforts as needed, as determined by the resident services staff leading this work; be familiar with trends and support in updating procedures when needed

Data, Reporting & Continuous Improvement (35%)

- Perform collective analysis of resident concerns raised to asset management and report on trends to identify systems level solutions
- Lead the asset management resident satisfaction survey process; conduct quarterly analysis, produce reports, and recommend action plans for improvement; collaborate with relevant teams to implement action plans
- Manage asset management tools and housing data within the database; collaborate with the asset management team and others to keep data current and accurate
- Maintain audit-ready records within the asset management database
- Develop and maintain standard operating procedures (SOPs) that create more uniform, transparent processes for staff and residents, supporting faster and more consistent conflict resolution

Cross-Team Collaboration & Compliance (30%)

- Review property management contracts to understand scope, obligations, and performance standards, using this knowledge to problem-solve effectively with property managers
- Monitor property management practices and policies for alignment with True Ground's mission, values, and resident-centered approach; escalate concerns as needed
- Apply working knowledge of affordable housing compliance – including LIHTC, Housing Choice Vouchers (HCV), and fair housing law – to inform resident matter resolution and property management coordination
- Collaborate with asset management and risk management on the review of incident reports
- Assist with managing asset management database access for the resident services team and other approved partners
- Create and maintain a resident concerns procedure and integrate it into the asset management manual
- Document and track policy changes for consistency across True Ground's entire portfolio
- Support interdepartmental initiatives by attending meetings and participating in cross-departmental projects
- Other duties as assigned

Qualifications:

- Bachelor's degree preferred, plus 5+ years of experience in housing-related customer service, property management, or resident services

- **Bilingual Spanish/English proficiency is required** to effectively communicate with and support Spanish-speaking residents, community partners, and stakeholders.
- Working knowledge of affordable housing compliance frameworks, including LIHTC, Housing Choice Vouchers (HCV), and fair housing requirements
- Demonstrated conflict resolution skills and experience resolving complex or sensitive matters with professionalism, discretion, and sound judgment
- Proven ability to collaborate effectively across multiple teams and departments
- Excellent written and oral communication skills; comfortable and confident in resident-facing settings
- Experience with data analysis and reporting, including survey results and trend analysis
- Familiarity with Permanent Supportive Housing (PSH) a plus
- Proficient with MS Excel, Word, and Outlook; experience with property management or asset management databases (e.g., Yardi, RealPage, or similar) preferred
- Well-organized self-starter who is conscientious, detail-oriented, and able to manage multiple concurrent matters independently in a fast-paced environment

Expected Hours of Work

This is a full-time, non-exempt position. Typical workdays are Monday through Friday, with a total of 40 hours worked a week between the hours of 9 a.m. and 6:30 p.m. This position is designated as 50% - 100% in person.

Working Conditions/Physical Requirements

This job operates in a professional office environment. On occasion this position may work off-site at events. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is frequently required to operate a computer and other office equipment, communicate information and ideas so others will understand, observe details at close range, and will occasionally move items weighing up to 30 pounds.

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned, at any time with or without notice.

Salary and Benefits

The salary range for this position is \$79,751 - \$95,700 annually.

True Ground is committed to equitable and competitive compensation practices. Initial offers typically fall within the lower to middle portion of the salary range and are determined based on relevant experience and education. The full salary range reflects opportunities for salary growth over time.

True Ground has a competitive benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, life insurance, commuter benefits, 401k and paid leave. Benefits eligibility is dependent on the number of hours worked, and part-time employees may not have access to the full list of benefits. Our corporate office in Ballston features free parking.

Equal Opportunity Employment

True Ground offers equal employment opportunities (EEO) to employees and applicants for employment and prohibits unlawful discrimination and unlawful harassment on the basis of race, color, religion, national origin, gender, age, disability, gender identity or expression, veteran status, marital status, sexual orientation or any other protected classes or categories as defined by federal, state or local laws. This policy applies to all terms and conditions of employment including, but not limited to recruitment, selection, promotion, termination, layoff, recall, transfer, leave of absence, training program participation, compensation and all other terms, conditions and privileges of employment.

True Ground is an E-Verify employer and will provide the federal government with Form I-9 information to confirm authorization to work in the US. True Ground will only use E-Verify once a job offer is accepted, following submission of the Form I-9.