

TIFFANY JEFFERS

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Regional manager skilled in the total oversight of complex, multistate market rate and tax credit portfolios

SENIOR-LEVEL LEADER
Property Management

Project manager skilled in the total oversight of complex, multistate renovation projects.

Improve the performance of diverse property portfolios through strategic financial, asset, and property management actions

Drive compliance with local, state, and federal regulations governing tax credit and fair housing communities

Manage the financial forecasting, budgeting, and resource allocation process to optimize P&L results

Lead teams in adapting to organizational needs and property classification changes

SELECT STRENGTHS

- ▶ Financial, Budget, P&L Management
- ▶ Asset & Property Management
- ▶ Leasing & Sale Oversight
- ▶ Culture Shaping
- ▶ Vendor Management
- ▶ Resident & Community Relations
- ▶ Risk Management & Mitigation
- ▶ Maintenance & Renovations
- ▶ Property Audits & Compliance
- ▶ Contract Negotiations
- ▶ Talent Acquisition & Leadership
- ▶ Cross-Cultural Communication
- ▶ Regulatory Reporting
- ▶ Property Marketing
- ▶ Project Management

PROFESSIONAL EXPERIENCE

Avenue One Services Inc., Columbus, OH

Director of Renovations & Asset Scope Specialist, 2022-2023

Recruit, cultivate and train a network of general contractors to work independently within Avenue One's directives, timelines and software. Managed each SFR renovation project to ensure project remained within budget, on time, city codes were met, and proper permits were pulled. Comprehensive skill set in writing project scope directive at a corporate level. Reviewed contractor scopes for all US markets to ensure that scopes were within compliance of company directives.

Budget Management - Vendor Management - Project Management - Directive Compliance

- ▶ **Met company goal of a \$1,000 per day in renovation work 100% of the time** by working diligently with our general contractors, performing frequent site visits, communicating clearly and addressing any unforeseen issues that would arise quickly.
- ▶ **Completed 400+ scope reviews for all markets throughout the US and reduced overall budgets by 22%** by maintaining strict compliance and collaborating with US market directors.

Homewood Corporation, Columbus, OH • 2008-2021

PRESIDENT, S&P RENTALS, LLC, 2016-2021

Transitioned to the Single-Family Home Division of Homewood Corporation—initially focused on rentals of 200+ properties but have since transitioned to selling assets within the multimillion-dollar real estate portfolio—and gained extensive experience positioning properties for swift and profitable rental and sale. Maintain exceptional property standards, overseeing the maintenance of each unit, engaging subcontractors when needed, and ensuring repairs are completed on time and within budget. Hold P&L responsibility for the performance of the single-family unit portfolio, managing payables, receivables, and collections to optimize cash flow and profit.

Budget Management - Project Planning & Execution - Unit Sales & Rentals - Investor & Tenant Relations - Acquisitions

- ▶ **Negotiated and sold 85+ homes since 2018 with sales approaching \$20M and profit surpassing \$7.5M+**, working diligently through the process of transitioning renters into owners when possible, and managing transactions from initiation through completion.
- ▶ **Increased return on investment from 6% to 12-18%**, by maintaining and marketing properties to generate maximum rental rates and selling prices, performing thorough financial reviews to control expenses, maintain budgets, and increase income.
- ▶ **Achieved an occupancy and collection rate of 98% or higher at all times**, reflective of the ability to identify property improvement opportunities, market units effectively, cultivate resident relations, and provide superior and responsive service.

MANAGER, BUCKEYE MANAGEMENT, 2008-2016

Oversaw the operation of diverse communities including Class A Market Rate / Conventional, Section 42 (LIHTC), and several HUD programs and rural development properties. Triaged organizational needs, identifying continuous improvement opportunities, mitigating noncompliance and delinquencies, and implementing best practices in the management of an expansive multisite portfolio.

Multisite Management - Occupancy Improvement - Technology Deployment - Regulatory Compliance & Reporting

- ▶ **Improved occupancy from 78% to 98%+ within a 150-unit tax credit community**, working diligently to not only improve performance at this site but to replicate efforts within other communities across Buckeye's 20-property portfolio.
- ▶ **Provided targeted leadership within 3 communities with a total of 450+ units**, building a strong property management team, leading 2 manager-level direct reports, and ensuring each property was maintained to the highest standards.
- ▶ **Implemented YARDI Voyager to improve operations management, leasing execution, and reporting**, elevating organizational efficiency and effectiveness by automating workflows and providing transparency into performance improvement opportunities.

Community Housing Network, Inc., Columbus, OH**DIRECTOR OF PROPERTY MANAGEMENT, 2004-2007 • OCCUPANCY SPECIALIST, 2003-2004**

Joined this housing network—with a portfolio of 1,000+ units in 150+ locations across Franklin County—initially serving as Occupancy Specialist and earning promotion to Director of Property Management after first year based on in-depth knowledge of local, state, and federal regulations governing housing programs and funding. Played a critical role in developing the Property Management Division, overseeing program compliance, maintaining property budgets, and leading a team of 30 in compliance, administration, and maintenance functions.

Division Development - Department Leadership - Regulatory Compliance - Talent Acquisition & Management

- ▶ **Achieved and maintained a 95% occupancy and collection rate**, in part by cultivating positive resident relationships, leading staff in the delivery of exceptional service, and ensuring all housing programs were fully compliant with governing regulations.
- ▶ **Prepared and submitted reports required by local and state agencies**, holding full accountability for compliance across a portfolio of LIHTC, HUD 811 and 202, Home, Bond, Section 8, Shelter-Plus Care, Mod Rehab, Conventional, and Commercial properties.
- ▶ **Contributed to the upgrade of YARDI Voyager and the updating of the Homeless Management Information Systems (HMIS)**, assisting with the implementation lifecycle, and becoming a superuser and site administrator.
- ▶ **Fostered a collaborative and cohesive culture** through recruitment, selection, and training of team members, in addition to the outreach and engagement of community stakeholders within vested local and state agencies and community nonprofits.

Paramount Financial Group, Granville, OH**COMPLIANCE ANALYST, 2002-2003**

Leveraged strong foundational experience with LIHTC programs to join this consulting group and offer third-party compliance oversight and reporting for property management companies in Arkansas, California, Minnesota, North Dakota, Ohio, and Texas. Facilitated training for client organizations to ensure understanding of regulatory requirements and nonnegotiable compliance expectations.

Compliance Auditing - Records Analysis - Deficiency Identification - Corrective Actions - Training & Development

- ▶ **Traveled extensively around the state to perform in-depth compliance audits**, reviewing records for accuracy and completeness, identifying and correcting discrepancies, and executing recertifications for property management firms in multiple states.

National Church Residences, Columbus, OH**PROPERTY MANAGER, 2000-2002**

Acquired multisite management experience within large and new construction communities, traveling throughout Central Ohio to administer move-ins, move-outs, recertifications, inspections, leasing, marketing, payroll, AP/AR, and fiscal management functions.

HUD Program Compliance - Monthly Performance Reporting - Financial Accountability - Occupancy Optimization & Sustainability

- ▶ **Achieved 100% occupancy, critical to earning first-year tax credits**, and demonstrated the ability to effectively promote and manage Low-Income Housing Tax Credit (LIHTC), HUD Section 236 and 202, and market-rate housing properties.
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TIFFANY JEFFERS, 3

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PROFESSIONAL CERTIFICATIONS

National Association of Home Builders
Housing Credit Certified Professional (HCCP)

National Center for Housing Management
Certified Occupancy Specialist (COS)

PROFESSIONAL DEVELOPMENT

Courses: 20+ Years of Professional Development in the areas of Home Inspections, Fair Housing Laws, Marketing, & Tax Credits.

TECHNOLOGY

Office 365, YARDI, Rent Cafe, HMIS, Google sheets, Smart sheets, Monday, Fotonotes