



## HCCP Distributor Spotlight: Mandi Barnes

*Manager, Training Department*  
Zeffert & Associates

My career in affordable housing kicked off in 2010 as a property manager overseeing as many as 2,000 units. After joining Zeffert & Associates as a Compliance Support Specialist, excelling in that role came naturally and with experience came my first promotion to Assistant Manager of Compliance and then to my current role leading an entire department as the Training Manager.

### **Question: What impact has the HCCP designation had on your career?**

The HCCP designation rapidly accelerated my career path over the years. It has helped guide my success both personally and professionally. Understanding the Low-Income Housing Tax Credit (LIHTC) program in such depth has provided me with the opportunity to serve countless conferences and network with thousands of high-level industry peers. My passion for low-income housing is strong, and the HCCP designation further pushes my drive to succeed.

### **Question: How did you get into the LIHTC industry?**

I'll never forget the first moment my career started when, in the interview, I was asked, "Do you know what tax credits are?" My answer was "no." I was lucky enough to be hired and end up learning more than I ever knew existed when it came to property management. I developed such a passion for low-income housing, and it became my goal to put roofs over as many heads as I possibly could. After joining Zeffert's team, I discovered that I still hadn't learned it all — but after earning my HCCP designation, I knew this industry was where I belonged.

**Question: What are your day-to-day responsibilities?**

My main focus as the training department manager is to provide relevant knowledge to industry professionals in order for them to maintain compliant properties. Networking with agencies, partnering with associations and connecting with owners has helped keep this front and center. I'm also the canopy for our trainers by coordinating all training sessions and ensuring the needs of clients are met in an everchanging industry.

**Question: What's your favorite hobby?**

One of my favorite things to do is watch my 10-year-old son enjoy his passion for soccer. I also love camping and spending my time at the lake in the summer with my family.