

Job Posting

November 15, 2018

POSITION

Director of Operations

EMPLOYMENT TYPE

Regular FT – 35 hours/week

SALARY

Commensurate with experience

REPORTS TO

VP of Housing

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Director of Operations will oversee the RiseBoro Property Management operations within the Housing division. He/she will be responsible for ensuring that RiseBoro Property Management functions operate efficiently by providing strategic, analytical and motivational leadership including optimizing all processes and procedures to ensure top quality property and asset management services and to facilitate portfolio growth. The Director is responsible for the management of a robust and growing property portfolio, including overseeing an 85+ person staff. The Housing Operations team unleashes the potential of communities to thrive by ensuring RB properties meet and exceed performance standards in the areas of health, safety, energy efficiency, physical maintenance and profitability.

- Develop leaders and encourage innovation to advance the RiseBoro theory of change
- Identify collaboration with other Departments to implement strategy and maximize impact
- Identify key performance and risk indicators, assesses emerging risks and opportunities, and develop plans to address them
- Develop and maintain relationships with key partners that bring resources to the organization
- Recommend opportunities to successfully integrate into new communities through proven engagement techniques, supporting the RiseBoro Theory of Change.
- Deliver effective reporting dashboards to provide visibility and assist in driving responsive operations.
- Assist in needs assessments, proposals and execution of new systems to optimize operations
- Set up systems and processes to ensure easy implementation of regulatory requirements across management platforms.
- Work with other Housing Directors to drive collaborative engagement and create high performing teams.
- Implementation of Agreed Levels of Service
- Provide oversight and leadership to optimize maintenance and ensure portfolio is meeting Agreed Levels of Service.
- Update and maintain policy and procedures manual to ensure achievement of Agreed Levels of Service throughout the portfolio.
- Ensure access to and completion of mandatory staff trainings.
- Development of short and long term maintenance planning to optimize maintenance, quality of service and cost effectiveness.
- Collaborate with the IT, housing and finance departments to maximize utilization of Yardi and other online systems
- Ensures implementation of Tenant Communications Strategy
- Responsible for the RiseBoro management program for RB assets and 3rd party assets through effective supervision and leadership of RB Property and Compliance teams:

Supervision of management team for RB residential and mixed use portfolio to achieve:

- Compliance with all applicable codes and regulations.
- Oversight/negotiation of vendor contracts/proposals and monitoring of portfolio-wide expenditures.
- Relationship management with outside Contractors, Consultants and vendors.
- Timely review and approval of payment requests for operational expenses.
- Implementation of strategies to improve efficiencies in managing the portfolio and increasing cash flow throughout the properties.
- Collaboration with Asset Management and Fiscal departments to develop capital improvement plans, and manage execution of plans to ensure maintenance high quality, safe buildings
- Collaboration with Director of Sustainability and Construction to implement sustainability programs throughout portfolio
- Supervision of leasing team for multi-family and scattered site real estate portfolio to achieve:
 - Timely lease up of vacant units
 - Implementation of waiting list in Yardi
- Supervision of marketing team for all new affordable housing projects in the real estate portfolio to achieve:
 - Approval from agencies of marketing plan
 - Implementation of marketing plan
 - Timely lease up of units
- Supervision of compliance team to work towards full file and property compliance with all internal and external regulations governing each property to ensure:
 - Compliance with annual LIHTC and HOME recertification process
 - Timely submission of annual reporting to City and State Regulators
 - Annual State LIHTC compliance reports
 - Annual City LIHTC and HOME compliance reports
 - Annual HPD Maintenance reports
 - Timely investor reporting
 - Capital Requests submitted as per regulatory requirements
 - Accurate information in Yardi
 - Properties are in compliance with Regulatory requirements
- Supervision of collections team to maximize rent collection and optimize:
 - Tenant arrears
 - Section 8 compliance
 - Tenant legal procedures
- Oversight and execution of responsibilities under Administering Agent agreements, including leaseup and compliance functions for third party developers.

COMPETENCIES

- **5-8 years' experience in property management**
- Ability to write and communicate effectively
- Ability to multi-task
- Experience in managing teams
- Familiarity with LIHTC, HOME, HPD, NYSHCR and HUD compliance
- Knowledge of the Yardi program required
- Strong Knowledge of Financial Statements
- Bilingual (Spanish) a plus;
- Must be detail-oriented and possess excellent communication and organizational skills;
- Experience with Microsoft office programs, with advanced knowledge of word and excel;
- Ability to deal professionally with confidential information.
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EDUCATION EXPERIENCE

Any combination equivalent to education and experience that provides the required knowledge and skills may be considered qualifying:

- bachelor's degree from an accredited college or university with a major in business, finance, operations or other related field;
- experience working in non-profit setting a plus;

APPLICATION DEADLINE

December 15, 2018

SUBMIT RESUME TO

Bianca Fernandez
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