



Job Posting

February 1, 2019

Rise with us! Be part of an organization whose mission is to unleash the potential of communities to thrive, no matter the odds.

POSITION

Director of Property Management Operations

EMPLOYMENT TYPE

Regular FT – 35 hours/week

SALARY

Commensurate with experience

REPORTS TO

VP of Housing

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Director of Property Management Operations leads the property/housing operations team efforts within the RiseBoro (RB) Housing division. This 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.

We're seeking an individual with the "will and skill" to lead the teams through a time of exceptional change and focus on optimal operational, financial and overall business impact. To be successful in this position, one must have a strong entrepreneurial spirit, positive attitude, professional maturity and stamina for a fast-paced environment with changing priorities. In short, this position is best suited for a confident, driven, dynamic leader capable of maintaining RiseBoro's brand standards.

The Director is responsible for managing a robust and growing property portfolio which is expected to double in the next 5 years. S/he is responsible for the implementation of a team structure which optimizes the portfolio growth and performs as a fully integrated strategy for the overall business division.

Specific duties include, but are not limited to managing the following teams:

- Property management team for RB residential and mixed use portfolio
- Affordable leasing team for multi-family and scattered site portfolio
- Affordable marketing team for new affordable housing lease up (RB and 3rd Party); File, property, and regulatory compliance team; Collections team

The ideal candidate will have proven ability to:

- Leverage their business acumen in (quickly) optimizing all processes and procedures to ensure top quality property and asset management services and facilitate portfolio growth.



- Implement industry best practices and ensure scalability during changing market conditions.
- Apply their **knowledge of local and federal laws regarding property management as it relates to RiseBoro's** business operations landscape.
- Identify and operationalize key performance and risk indicators; assess emerging risks and opportunities with practical, sustainable solutions.
- Deliver effective reporting dashboards to provide visibility and driving responsive course correction
- Contribute to needs assessments, proposals and execution of new systems to optimize operations.
- Identify and communicate solutions in a positive, constructive manner while gaining confidence and support of others.
- Provide oversight and leadership to optimize maintenance and ensure portfolio is exceeding standards.
- Update and maintain policy and procedures manual to ensure achievement of Agreed Levels of Service throughout the portfolio.
- Develop short and long term maintenance planning to optimize maintenance, quality of service and cost effectiveness.
- Successfully collaborate with other departments (IT, Finance, etc.) to maximize utilization of Yardi and other online systems.
- Ensure implementation of Tenant Communications Strategy.
- Facilitate and manage regular communications with 32BJ union representatives.
- Grow and manage 3rd party Administering Agent and Property Management opportunities.

COMPETENCIES

- 5-8 years experience in affordable/multi-family property and asset management;
- Strong writing and oral communication skills; ability to effectively communicate with different audiences in different contexts;
- Knowledge of Yardi or a similar property management system required;
- Demonstrated change management experience highly desirable;
- Experience with Microsoft Office programs, with advanced proficiency with Word and Excel;
- Successful management experience in a unionized environment;
- Experience in managing complex teams in diverse geographies;
- Familiarity with LIHTC, HOME, HPD, NYSHCR and HUD compliance;
- Financial analysis (annual budgeting, profit & loss, cash flow);
- Bilingual (Spanish) a plus;
- Must be detail-oriented and possess excellent communication and organizational skills.

EDUCATION EXPERIENCE

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

- **Bachelor's degree;** major in business, finance, operations or other related field preferred
- Experience working in a complex non-profit business environment a plus;

APPLICATION DEADLINE

February 15, 2019

SUBMIT COVER LETTER AND RESUME TO

humanresources@riseboro.org