



POSITION DESCRIPTION

Director of Operations – Property Management & Facilities

Reports To:	Executive Director
Department:	Operations
Salary Grade:	
FLSA Status:	Exempt
Union:	N/A
Date Adopted:	May 3, 2017
Revision Dates:	October 17, 2017

Position Summary:

This is a highly responsible management position that supervises and directs all aspects of property and facilities management for the COC-owned and managed portfolio with an additional emphasis on ongoing procurement and energy efficiency initiatives. The work requires a thorough understanding of the affordable housing industry and programs, personnel and business management and customer service.

Essential Duties and Responsibilities:

- Directs all areas of property and facilities management including marketing, occupancy, leasing, rent collection, budgeting, reporting and community and resident issues.
- Manages the property management and maintenance teams. Fosters accountability by setting and driving performance goals and objectives. Provides advice, support and oversight to staff. Performs evaluations, provides feedback and recommends training and staff development activities.
- Develops and maintains collaborative working relationships with residents, partners and supporting organizations, federal, state and local government officials, staff, vendors, contractors and the general public.
- Assists in establishing and implementing sustainable (short and long term) operational and financial strategies in conjunction with the ED and CEO.
- Oversees the maintenance work order system and operating procedures and makes recommendations for efficiencies and improvements, and works with staff to implement them.
- Develops and monitors the COC preventative maintenance program to improve the performance and lifespan of all building systems and to aid in long term capital planning.
- Oversees the COC Procurement function to ensure compliance with adopted policies, regulations and standard operating procedures and seeks efficiencies where applicable. Recommends modifications in Procurement policy as appropriate.
- Develops and manages energy efficiency program opportunities, employs best practices and follows industry trends. Integrates “green” practices and ensures building and code compliance issues are addressed.
- Develops and maintains a comprehensive portfolio-wide security plan that enhances resident, property and community safety.
- Maintains an updated portfolio-wide emergency response plan in coordination with the City of Stamford and applicable agencies.
- In conjunction with the ED and CEO, develops and implements new programs that enhance the customer experience and improve operating outcomes and financial results.
- Determines and supports measurements for success in performance, including occupancy rate levels, adherence to budget and asset management guidelines, Public Housing Assessment System (PHAS), Real Estate Assessment Center (REAC), other applicable standards of HUD, CHFA, CT-DOH, resident satisfaction rates and safety and security objectives.
- Develops and implements ‘Community Building’ initiatives to empower and engage residents, which result in outcome improvements for families, senior and disabled residents.
- Oversees preparation of all management reports, including quarterly and monthly Operations reports as well as weekly delinquency and occupancy reports.
- Participates in redevelopment planning for properties as needed in conjunction with ED and CEO.

This position description lists the most significant duties of this role. However, this description is not intended to be an all-inclusive list of responsibilities, skills or working conditions associated with the position. Although it is intended to accurately reflect the activities and requirements of the position, duties may be added, deleted, or modified as necessary. This description does not constitute a written or implied contract of employment.



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- Attends meetings, workshops and conferences related to housing to deepen knowledge of new and innovative programs in the public and private sector housing industry. Maintains personal professional development plans and initiatives.
- Attends evening tenant and Board meetings as required and in support of above responsibilities.
- Performs other related duties as required.

Knowledge, Skills and Abilities:

- Excellent resident-centered, positive and professional customer service skills.
- Significant knowledge of operating and capital budgets.
- Ability to set clear goals and expectations for team members that are aligned with organizational goals and property objectives.
- Excellent knowledge of RFP's, RFQ's, proposals and overall procurement principles and processes.
- Broad technical knowledge of energy efficiency concepts, applications, terminology and technologies.
- Demonstrated ability to lead and direct staff in various site offices
- Extensive ability to communicate successfully orally and in writing with people from a broad range of backgrounds.
- Excellent interpersonal, judgment, reasoning, time management and organizational skills.
- Highly skilled in building and promoting collaborative teamwork to achieve organizational goals.
- Proficient in all applicable Microsoft Office skills.
- Ability to work extended hours, as needed

Minimum Education/Experience Requirements:

Graduation from an accredited college or university with a Bachelor's Degree is required. In addition, a minimum of eight (8) years of experience in property management, maintenance or related experience, with five (5) of those years in a supervisory capacity is compulsory.

or

Graduation from an accredited college or university with an Associate's Degree with additional years of experience in above related fields is required. Additional five (5) years of experience may be substituted for one (1) year of education.

Must currently be Public Housing Management Certified (PHM), Certified Manager of Maintenance (CMM) and Tax Credit Certified (TCC), or the ability to be certified within one (1) year of hire.

Additional Requirements:

- An exam may be administered which will assess competency level in accordance with position description criteria.
- A current driver's license and the ability to maintain a current license.
- Successfully pass a background check, drug screening and educational background check

Physical Requirements:

Provided under separate cover

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