



Founded 1973

Old bricks

Faith in people

Preserving community

Clinton Housing Development Company

DIRECTOR OF OPERATIONS

NATURE OF WORK

The Director of Operations is responsible for managing the day-to-day operations of the organization. The Director of Operations implements and monitors operational systems and procedures for all Administrative, Housing Management and Housing Maintenance functions. The Director of Operations supervises the Director of Housing Management, Director of Housing Maintenance, Director of Information Technology, and all Administrative support staff. The Director of Operations works closely with the Director of Housing Development and the Comptroller to ensure smooth organizational operation and coordination.

RESPONSIBILITIES

Overall

- Manage all internal Administrative functions of the organization.
- Serve as problem solver for daily operations of Housing Management and Maintenance functions.
- Ensure that each department's work is performed in a timely and efficient manner.
- Ensure contract and regulatory compliance.
- Review and update existing organizational operating procedures on a regular basis and establish new procedures as needed.
- Evaluate job functions and organizational roles on a regular basis, and develop procedural and functional changes to improve efficiency and organization.
- Manage organizational operations in the Executive Director's absence.
- Review, update, and develop new organizational policies and procedures requested by Executive Director and Board of Directors.

Departmental Planning

- On an annual basis, establish organizational and departmental goals with Department Directors, Executive Director and Board of Directors.
- Develop Implementation Plans for annual goals with Department Directors.
- Integrate departmental business plans across the organization.
- Review and evaluate departmental workflow and make recommendations for internal systems changes as needed.

Personnel

- Supervise all personnel matters in consultation with Department Directors.
- Set professional development goals with employees; establish professional education, skills development and training opportunities for staff members.
- Manage the Introductory Period and Annual Performance evaluation process for all staff in collaboration with Human Resources Manager and appropriate supervisors
- Review and update existing personnel procedures on a regular basis and establish new procedures as needed.

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- Review changes to salary ranges, individual compensation increases and promotions based on annual staff evaluations in consultation with the Comptroller, Executive Director and Department Directors.
- Review, and update and maintain job descriptions on an annual basis

Contract, Program and Regulatory Compliance

- Oversee social services sub-contractor
- Maintain and update annual compliance calendar for all contracts and regulatory agreements.
- Prepare Contract, Program and Regulatory Compliance monthly report for Board of Directors.
- Coordinate and supervise preparation of all contract, program reports and regulatory reports in conjunction with Department Directors.
- Maintain electronic and paper records of all reporting requirements.

Financial

- Assist Comptroller in developing organizational and departmental budgets.

MINIMUM QUALIFICATIONS

Education and Experience

- Advanced degree preferred or BA/BS degree in business, management, and/or not for profit management.
- 5 to 10 years experience in management of multiple department coordination.
- Experience working in either for profit or not for profit housing development or property management.

Knowledge, Abilities, and Skills

- Excellent organizational and leadership skills.
- Excellent communication skills, flexible style.
- Ability to work well in a fast-paced environment.
- Computer literacy in MS Word, Excel and Access required.
- Experience working with various government departments (i.e. DHS, DHMH, HPD, HCR, HUD)

REPORTS TO

Executive Director

MANAGES

Director of Housing Management
Director of Housing Maintenance
Director of Information Technology
Human Resources Manager
Receptionist

SALARY RANGE

\$70,000 to \$75,000

APPLICATION INSTRUCTIONS

Submit Resume and Cover Letter to applications@clintonhousing.org.

Email must include job title "Director of Operations" in the Subject line.

Cover letters must include a brief statement describing your approach to managing multiple departments when entering a new organization.