



Position: **Senior Manager of Building Operations**
Location: Various
Reports to: Managing Director of Building Operations
Hours: Full-time: 40 hours/week (some evenings/weekends required).
On-call as needed

About Jericho Project

Inspired by the belief that transformation can occur in every individual, Jericho Project was founded in 1983 to help New York City address and end homelessness among men, women, and families. Jericho Project steadfastly works to advance its mission by creating a community that inspires individual change, fosters sustainable independence, and motivates men and women to reach their greatest potential.

In its 33-year history, Jericho has grown from its genesis as a small housing program to a comprehensive agency providing over 400 units of supportive housing, as well as significant life-changing services to over 2,000 homeless and at-risk adults and children throughout New York City.

About the Position

The Senior Manager of Building Operations will, in addition to their existing responsibilities assume over-sight of additional Jericho Project buildings. This position is only open to existing Assistant Directors/Managers of Building Operations.

The person in this position will primarily work their assigned building but will include work in the field reviewing multiple properties operations, assisting staff with implementation of policies and procedures, financing compliance, property management software use, property budget management and tenant problem solving. The position includes supervision of site staff, and coordinating housing management procedures, programs and activities aimed at developing positive living communities that also have consistent policies and procedures and are in full compliance with funding regulations and best practices. The Senior Manager of Building Operations will supervise 1-3 additional buildings.

Property & Office Management Responsibilities:

- Maintain safety and maintenance of building; conduct site's physical conditions reviews with Superintendent.
- Supervise and evaluate the work quality of maintenance and house manager (front desk) staff and other subordinates.
- In collaboration with Director of Maintenance, maintain accurate records of the condition of the buildings' systems; ensure that all equipment and facilities are working properly.
- Ensure timely completion of preventive maintenance and routine work orders and repairs.
- Attend hearings to rectify ECB, DOB, FDNY, DOS, and HPD violations.
- Coordinate purchasing of maintenance and office supplies for the site.
- Coordinate on-site special events.
- Schedule and conduct apartment inspections; maintain Housing Quality Standards at all times.

- Supervise building inspections, fire drills and ensure building's compliance with codes.
- Liaise with vendors.
- Coordinate volunteer events as requested.
- Coordinate capital projects in collaboration with Managing Director of Building Operations.
- Maintain site's petty cash fund.
- Participate in preparing the building budget; maintain costs within the budget.

Rent Collection & Compliance Responsibilities

- Supervise eligibility review for tenant selection process and participate in tenant interviews.
- Collect rent from tenants and reconcile with Finance department.
- Actively pursue rent arrears including attending Housing Court as needed.
- Maintain 5% or less vacancy rate; maintain 5% or less rent loss.
- Oversee compliance with leases and subsidy regulations including Low Income Housing Tax Credits, HOME, Section 8/ Section + Care, DHCR rent registrations, annual lease renewals and Richman Group as the tax credit investor.
- Prepare and submit reports as needed including rent rolls and rent arrear reports.

Property & Asset Management Responsibilities

- Inspect buildings, grounds, office space and public areas ensuring that preventative maintenance is performed on a regular basis. Conduct sites' physical conditions reviews with Assistant Directors/ Managers Building Operations and Director/Assistant Director of Maintenance to ensure that buildings are well maintained. Provide feedback to Assistant Directors/ Managers Building Operations and Director/Assistant Director of Maintenance.
- Responsible for ensuring the quality and efficiency of:
 - Department of Sanitation, Department of Buildings, Fire Department, etc. violation and ticket responses.
 - Tracking of and completing work orders.
 - Preventative maintenance and inspections to ensure that all systems operations.
 - Log of all inspections (i.e., fire alarm, sprinkler system, fire extinguishers and elevators).
- Ensure that sites receive high ratings from funding source inspections (OPRE, Housing Quality Standards, tax credit compliance, etc.) audits.
- Provide backup coverage to Managers of Building Operations/ Assistant Directors as needed.
- Monitor implementation of preventative maintenance work at properties of responsibility.
- Perform other responsibilities as assigned.

Staff Support, Training and Supervision Responsibilities

- Visit and work on site at all properties supervised on a routine basis.
- On a daily basis assist site staff with troubleshooting tenant issues, providing guidance and support. Provide on-site coverage of work for staff on leave.
- Complete staff evaluations that address performance concerns and recognize work well done, setting goals with clear performance expectations.

Program Management and Compliance Implementation

- Conduct internal audits of sites' paperwork and tenant files for proper procedure and documentation.
- Assist Managing Director of Building Operations to develop management plans for new projects.

Financial Management

- Review quarterly financial statements for each property with each Manager of Building Operations/ Assistant supervised, identifying expenditure and revenue concerns taking appropriate follow-up actions.
- Approve expenditure requests according to policies and budgets.

Requirements:

- Experience managing low-income housing projects and working knowledge of compliance with either Low-income Housing Tax Credits financing or HUD Project Based Section 8 funding.
- Commitment to resident self-management and social change through the empowerment of low-income people, and working with social services to assist tenants.
- Experience developing, implementing and monitoring policies and procedures, and project troubleshooting.
- Must possess excellent written and oral communication skills. Demonstrated experience that shows a high degree of interpersonal skills working with staff, housing residents and the public.
- Good mathematical aptitude and ability to understand financial statements.
- Proficient in Microsoft Office Suites programs. Previous experience with record keeping and reports preparation.
- Ability to work independently with minimal supervision while performing multiple tasks.
- Superior customer service skills and orientation.
- Ability to maintain professionalism at all times under stressful situations.
- Ability to plan and manage work under time constraints.
- Strong organizational skills and collaborative style needed.
- Bachelors highly degree required.

Compensation:

Salary is commensurate with experience. Jericho Project offers a comprehensive benefits package.

How to Apply:

Interested applicants must submit a cover letter and with salary requirements to:

Human Resources Department
Jericho Project
Job Code: **SMBO**
245 W. 29th Street, Suite 902
New York, NY 10001
Fax 646.624.2301
careers@jerichoproject.org

No Phone Calls Please.

Jericho Project is an equal opportunity employer that does not discriminate in its hiring practices and, in order to build the strongest possible workforce, actively seeks a diverse applicant pool. www.jerichoproject.org