



Position: Deputy Chief, Operations
Location: Various
Reports to: Chief Operating Officer
Hours: Full-time, 40 hours per week, some evenings /weekends

About Jericho Project

Jericho Project is a nationally acclaimed nonprofit ending homelessness by enabling individuals and families experiencing homelessness to attain quality housing, employment, and mental and physical health services. The 42-year-old nonprofit serves over 2,500 individuals, including 700 veterans, annually. Jericho has been a key partner in New York City's initiative to end veterans' homelessness, and is leading bold, innovative strategies to do the same for families and young adults.

Our programs touch four cornerstones of a person's life: housing, employment, wellness, and family stability. We create a culture of "moving on" through a foundation of housing and supportive services provided by expert program specialists and case managers.

We have over 700 units of permanent supportive housing including 7 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC. Jericho further provides case management, employment and health care access services to over 100 units of supportive housing in Brooklyn and "light touch" case management services in several housing developments throughout New York City.

About the Position

The Managing Director of Building Operations will oversee the all permanent supportive housing residences (congregate and scatter site) and provide facilities support to Jericho's commercial office spaces.

This oversight includes rent collection (tenant and subsidy), lease management, physical plant, and compliance with all federal, state, city, and low income housing tax credit funding requirements. He/she will assume oversight of staff implementation of policies and procedures, financing compliance, property management software use, property budget management and tenant problem solving 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 position includes direct supervision of a two Senior Manager of Building Operations; and the Director of Maintenance. Several Managers of Building Operations (MBOs); Intake Coordinators; and the Leasing Coordinator are part of the greater reporting structure.

The FLSA status of this position is **Exempt**.

Property & Office Management Responsibilities:

- Provide overall oversight, management and vision for the Building Operations department.
- Provide experience and guidance in senior management discussion of new housing project designs and developments.
- For sites where direct supervision of MBOs is provided:
 - Conduct site's physical conditions' reviews with Superintendent and MBO.
 - Supervise and evaluate the work quality of maintenance and house manager (front desk) staff and other subordinates.
 - Review compliance of log of all inspections (i.e., fire alarm, sprinkler system, fire extinguishers, and elevators).
 - 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.
 - Coordinate on-site special events with social services and Development staff as needed.
 - Ensure building's compliance with codes.
 - Liaise with vendors; lead bidding of vendors and major purchases.
 - Coordinate capital projects in collaboration with Director of Building Operations.
- Participate in preparing the building budget; maintain costs within the budget.
- Inspect buildings, grounds, office space and public areas ensuring that preventative maintenance is performed on a regular basis. Conduct sites' physical conditions reviews with Senior MBO and MBOs to ensure that buildings are well maintained. Provide feedback to MBOs/ Senior MBO/ Director of Maintenance.
- Monitor implementation of preventative maintenance work.
- 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.
- Ensure that sites receive high ratings from funding source inspections (OPRE, Housing Quality Standards, tax credit compliance, audit, etc.).
- Provide backup coverage to Managers of Building Operations and Senior Manager of Building Operations as needed.

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.
- 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 (NYCHA) HUDVASH, DHCR rent registrations, annual lease renewals and the tax credit investor.
- Prepare and submit reports as needed including rent rolls, rent arrear reports, and audit documentation.

Staff Support, Training and Supervision Responsibilities:

- 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 as needed.
- Prepare responses and action plans for grievances.
- 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.

Financial Management:

- Review quarterly financial statements for each property identifying expenditure and revenue concerns taking appropriate follow-up actions.
- Approve expenditure requests according to policies and budgets.

Requirements:

- Master's degree required.
- Several years of 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.
- Experience developing, implementing and monitoring policies and procedures, and project troubleshooting.
- Commitment to resident self-management and social change through the empowerment of low-income people, and working with social services to assist tenants.
- 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.

Compensation:

The salary range for this position is **\$100,000.00 to \$130,000.00 annualized**. Jericho Project offers a comprehensive benefits package. Employees are eligible for a merit increase annually. Merit increases are based on the employee's performance during the prior year.

How to Apply:

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

Human Resources Department
Jericho Project
Job Code: **Deputy Chief, Operations**
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