



**Position:** Chief Housing Operations Officer  
**Location:** New York, NY  
**Reports to:** Chief Executive Officer  
**Status:** Full-time, Exempt

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#### About Jericho Project

Jericho Project is a nationally recognized nonprofit that has been working to end homelessness at its roots since 1983. What began as a Manhattan soup kitchen has grown into a citywide organization serving nearly 3,000 New Yorkers each year—including over 700 veterans, as well as young adults and families, many of whom identify as LGBTQ+.

Jericho provides more than 600 units of supportive housing through seven permanent residences in the Bronx and Harlem, along with scattered-site apartments throughout New York City. Our housing-first model is paired with wraparound services delivered by skilled case managers, licensed mental health clinicians, and workforce development specialists. Together, these services support our four pillars of stability: housing, employment, wellness, and family.

In 2024, Jericho facilitated over 570 housing placements, helped secure nearly 275 job placements, and delivered over 750 therapy sessions through our in-house Jericho Therapy Program. As we move toward expanding our reach by an additional 2,000 units of housing, we remain committed to helping individuals and families build lasting independence and well-being—one person, one home, and one community at a time.

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#### About the Position

The Chief Housing Operations Officer provides strategic leadership and operational oversight for the organization's housing portfolio, ensuring the long-term financial health, physical condition, regulatory compliance, and mission alignment of all properties. This role integrates **housing operations, supportive housing delivery, property management, facilities, asset management, and capital planning** into a cohesive, high-performing platform that supports resident stability and organizational growth.

This executive leads portfolio strategy, operational excellence, compliance, and capital stewardship while partnering closely with development, social services, finance, and executive leadership.

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

#### Key Responsibilities:

##### **Executive Leadership & Strategy**

- Develop and execute the organization's **housing operations and asset management strategy** aligned with the agency's mission and growth goals.
- Serve as a senior leadership team member contributing to organizational strategy, budgeting, and long-term planning.
- Build scalable systems, processes, and organizational structures to support portfolio growth.
- Provide executive-level reporting, analytics, and recommendations to the CEO and Board.
- Keep abreast of industry trends, legislative changes, and best practices in affordable and supportive housing.

##### **Housing Operations & Property Management Oversight**

- Oversee day-to-day operations of a portfolio of affordable and supportive housing properties.
- Establish operating standards, policies, procedures, and performance metrics.
- Ensure high-quality resident services coordination in partnership with supportive services leadership.
- Monitor occupancy, rent collection, lease-up performance, and resident retention.
- Oversee tenant relations, grievance processes, and risk management.
- Develop and implement preventative maintenance programs to extend building systems' life cycles.
- Ensure timely response and resolution of maintenance and emergency repair requests.
- Manage building systems including HVAC, plumbing, electrical, fire/life safety, elevators, security, and access control.
- Conduct regular site inspections and building condition assessment.

##### **Vendor & Contract Management**

- Oversee procurement, management and evaluation of contractors and service providers (janitorial, security, landscaping, HVAC, pest control, etc.).
- Oversee negotiation of service contracts and monitoring of performance against service-level expectations.
- Ensure effective coordination of all major equipment purchases.
- Approve invoices and monitor budgets related to building operations and capital repairs.

### **Compliance & Life Safety**

- Ensure compliance with all applicable regulatory requirements, including:
  - Local housing codes
  - Fire department regulations
  - HPD / HUD / HCR / other funder standards (as applicable)
  - Building inspections and certification requirements.
- Coordinate inspections, audits, and corrective action plans.
- Maintain life safety systems and emergency preparedness protocols.

### **Supportive Housing Environment & Resident Experience**

- Collaborate closely with social services and property management teams to ensure building operations support resident stability and wellness.
- Implement practices that reflect trauma-informed care, harm reduction, and housing-first principles.
- Address building-related resident concerns professionally, respectfully, and promptly.
- Support crisis response and de-escalation protocols when needed.

### **Asset Management & Portfolio Performance**

- Lead asset management strategy focused on:
  - Financial performance
  - Regulatory compliance
  - Physical asset preservation
  - Long-term sustainability
- Analyze portfolio financials, operating budgets, reserves, and debt structures.
- Identify risks, underperformance, and opportunities for optimization.
- Oversee investor, lender, and funder reporting requirements.
- Lead refinancing, repositioning, recapitalization, and portfolio optimization initiatives.

### **Capital Planning & Real Estate Stewardship**

- Oversee capital needs assessments and long-term capital planning.
- Develop multi-year capital plans and reserve strategies.
- Direct major capital projects, renovations, and rehabilitation initiatives.
- Partner with development teams on acquisitions, new construction, and rehab projects.
- Support due diligence, underwriting, and stabilization planning.

### **Compliance, Risk & Regulatory Oversight**

- Ensure compliance with all regulatory frameworks including:
  - HUD
  - State HCR / HFA
  - HPD or local housing agencies
  - LIHTC
  - Fair Housing
  - Building, fire, and life safety codes
- Oversee audits, inspections, and corrective action plans.
- Lead risk management strategies across housing operations and real estate portfolio.
- Review and evaluate property and casualty insurance across the portfolio and collaborate with insurance carriers in risk mitigation.

### **Financial Leadership & Budgeting**

- Develop and oversee portfolio operating budgets and capital budgets.
- Partner with Finance on:
  - Annual budgeting
  - Cash flow forecasting
  - Capital planning
  - Audit preparation
- Monitor financial performance and implement corrective strategies.
- Oversee operating subsidies, rental assistance contracts, and funder reimbursements.

## **Organizational Leadership & Talent Development**

- Build and lead high-performing multidisciplinary teams.
- Set performance standards and accountability systems.
- Mentor senior managers and develop leadership bench strength.
- Oversee building superintendents, porters, and maintenance staff.
- Oversee hiring, training, mentoring, and evaluation of facilities staff.
- Establish work order systems, schedules, and performance standards.
- Foster a safety-focused, customer-service-oriented, collaborative, continuous improvement, and resident-centered culture.

## **Stakeholder & External Relations**

- Serve as primary executive liaison with:
  - Government agencies
  - Funders and investors
  - Lenders
  - Community partners
  - Housing authorities
- Represent the organization in housing policy, regulatory, and advocacy discussions.

## **Qualifications:**

### **Required**

- Bachelor's degree in Real Estate, Finance, Urban Planning, Public Administration, Business, or related field (**Master's preferred**).
- 12+ years of progressive leadership experience in:
  - Affordable housing
  - Supportive housing
  - Real estate development
  - Asset management
  - Property operations
- 7+ years in senior management or executive leadership.
- Deep knowledge of:
  - LIHTC
  - HUD programs
  - State HCR / housing finance agencies
  - HPD or local housing agencies
  - Regulatory compliance and asset preservation
- Proven track record managing large, complex housing portfolios.
- Strong financial acumen and real estate underwriting knowledge.

### **Preferred**

- MBA, MPA, or MS in Real Estate / Urban Planning.
- Experience leading large-scale supportive housing portfolios.
- Experience with portfolio recapitalizations, refinancings, and repositionings.
- Certification such as:
  - CFM (Certified Facility Manager)
  - CPM (Certified Property Manager)
  - FMP (Facility Management Professional)
  - OSHA Safety Certification

### **Core Competencies**

- Executive leadership
- Strategic planning
- Financial & real estate acumen
- Regulatory compliance mastery
- Capital planning & asset preservation
- Organizational development
- Mission-driven leadership
- Excellent interpersonal and communication skills
- Demonstrated ability to effectively lead large teams
- Demonstrated effective presentation skills to boards and internal/external audiences
- Demonstrated collaborative and inclusive leadership style

**ADA SPECIFICATIONS**

This position is largely sedentary in nature however one must possess the ability to speak, hear, see and write as well as the ability to use a computer and related software programs, and lift up to 25 lbs. Local and/or national travel required and may require some longer weekday/weekend commitments to accomplish related business projects or meet deliverables.

**Compensation:**

The salary range for this position is **\$160,000 to \$230,000 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: **Chief Housing Operations Officer**

245 W. 29<sup>th</sup> Street, Suite 902

New York, NY 10001

[careers@jerichoproject.org](mailto: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.*