



Position: Senior Manager of Building Operations
Location: Bronx, NY
Reports to: Managing Director of Building Operations
Hours: Full-time, 40 hours/week; occasional evening/weekend work

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.

About the Position

The Senior Manager of Building Operations will supervise the Managers of Building Operations (MBOs) at four to six permanent supportive housing programs. This will be a stand-alone position, with no direct management of a building foreseen at this time. The incumbent will assume over-sight of multiple properties' operations, assist staff with implementation of policies and procedures, finance compliance, property management software use, property budget management and tenant problem solving.

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

Responsibilities:

- Supervise the Managers of Building Operations at the designated sites.
- Ensure the quality management of the MBO's work; including site care and maintenance, tenant relations, rent collection, and reporting and compliance.
- Maintain safety and maintenance of building, ensuring timely completion of work orders and repairs, while conducting site's physical conditions' reviews with Superintendent.
- Supervise and evaluate the work quality of maintenance and house managers (front desk) staff and other subordinates.
- In collaboration with Director of Facility Systems and Compliance, coordinating capital projects and maintaining accurate records of the condition of the buildings' systems; ensuring that all equipment and facilities are working properly.
- Ensure that hearings to rectify ECB, DOB, FDNY, DOS, and HPD violations are attended and successfully resolved.
- Participate in preparing the building budget; maintain costs within the budget.
- Supervise eligibility review for tenant selection process and participate in tenant interviews.
- Maintain 5% or less vacancy rate; maintain 5% or less rent loss.
- Collaborating with the Intake and Leasing Department to ensure 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 and rent arrear reports.
- 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.
 - Tracking and completing Violations and HQS correction.
 - 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.
- 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.

- Conduct internal audits of sites' paperwork and tenant files for proper procedure and documentation.
- Assist Managing Directors of Building Operations to develop management plans for new projects.
- Review quarterly financial statements for each property with each Manager of Building Operations supervised, identifying expenditure and revenue concerns taking appropriate follow-up actions.
- Approve expenditure requests according to policies and budgets.
- Provide backup coverage to Managers of Building Operations/Property Managers as needed.
- Perform other responsibilities as assigned.

Requirements:

- Bachelor's degree required, Master's preferred.
- 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.
- Strong organizational skills and collaborative style needed.
- Must be able to walk up 6 flights of stairs.
- Must be able to lift 25lbs or more.

ADA SPECIFICATIONS

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

Compensation:

The salary range for this position is **\$75,000.00 to \$80,000.00 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.

Salary negotiable depending on experience.

How to Apply:

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

Human Resources Department
 Jericho Project
 Job Code: **Senior Manager of Building 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