



Off the Streets. On with Life.

Position: Operations Coordinator
Location: New York, NY
Reports to: Chief Housing Operations Officer
Status: Non -Exempt, Full-Time, some evenings /weekends

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 Operations Coordinator is an administrative function that is responsible for supporting the property management (Operations) leadership through management and coordination of code compliance and violation remediation, centralized purchasing and revenue documentation, coordination and reporting across the Jericho Project portfolio. Specific responsibilities included:

Responsibilities:

REVENUE TRACKING:

- Track tenant subsidies, renewal dates and other requirements and schedules.
- Track rent roles by building.
- Issue regular reports, effectively communicate and follow up with leadership, colleagues, legal advisors and government entities as necessary to drive results. Including the following:
 - Tenant Legal Action
 - Rental Arrears
 - Building Rent Roles
 - Holdovers
 - Lease Violations
 - Vacancy Reports and Schedules
 - Sealed Units – turnover schedules, legal documentation and communication

CODE COMPLIANCE AND VIOLATIONS MANAGEMENT:

- Track and manage all funding and governing code compliance and violations across the portfolio. This includes but not limited to the DOB, HPD, EPA, LL and FDNY agencies.
- Track, manage and coordinate all filings and necessary inspections with colleagues, government, third parties and contractors as necessary.
- Schedule all compliance inspections like but not limited to HQS inspections as necessary.
- Coordinate with Property Managers, Superintendents, and other maintenance staff to ensure timely correction and appropriate corrective action documentation is collected.
- Actively follow up on all open violations to drive resolution and closure.
- Prepare and submit compliance documentation and cure packages as necessary.
- Monitor deadlines to prevent penalties, defaults, and escalations.
- Maintain accurate status, cure, inspection and corrective action status updates for all violations.
- Effectively communicate with colleagues on corrective action plans until resolution.
- Gather, file and provide necessary insurance claim information as needed.
- Issue regular status reports.
- As needed, perform follow-up inspections to confirm violations are resolved.

PROPERTY MANAGEMENT (FACILITIES) PURCHASING AND VENDOR MANAGEMENT:

- Track and maintain all vendor service contracts, facilities purchasing and PM service calendars.
- Competitively bid for annual contracted services and products for the property management team. Ensure purchasing is aligned with the facilities calendar and cost optimization strategies.
- Support property management team inventory requests and seek to standardize and track inventory volume and expenses, trends and opportunities for improvement. Issue reports to leadership.
- Collect, track and monitor insurance and vendor documentation, and renewal dates.
- Monitor deliverables, timelines, and compliance requirements tied to contracts.
- Develop and maintain an annual, approved vendor list for property management team.
- Maintain a tracking system for service and product warranties.
- Assist property management team and leadership in managing contractor performance and accountability. This can include:
 - Coordinate directly with vendors and property staff to ensure repairs are completed on schedule, in scope and budget.
 - Verify completed work meets compliance standards before sign-off.
 - Interface with inspectors and ensure buildings are prepared for inspections.
 - Perform follow-up inspections to confirm violations are resolved.

ADMINISTRATION AND REPORTING:

- Organize and maintain building files that are easily accessible across departments.
- Review and support leadership in data collection, tracking and evaluating trends and opportunities within the vacancy, subsidy, compliance and other departmental trackers.
- Provide regular status updates to leadership, colleagues and peers.
- Identify priority issues and escalate when necessary.
- Maintain performance dashboards.
- Monitor tracker on all violations including open vs closed, age, and compliance performance metrics by building.

- Develop and periodically inspect compliance of building, security and SDS binders at buildings.
- Collect and track turnover documentation and schedules including construction (closeout) documents, warranties, CoO/TCO.
- Track, schedule and follow up on property management staff certifications, trainings and industry educational opportunities.
- Track, schedule and follow up on policy review schedules.
- Track, schedule and issue reporting on government regulations, scheduled inspections, compliance/filing due dates.
- Manage and monitor File Management System to ensure organized, accessible and transparency within organization.

Requirements:

- High school diploma required; associate or bachelor's degree preferred.
- 3–5+ years of experience in administrative facilities, property management, or compliance
- Strong working knowledge of NYC HPD, DOB, FDNY and other government housing property regulations.
- Good mathematical aptitude and ability to understand financial statements, legal and government documents.
- Experience with record keeping data collection and report preparation.
- An ability to interpret architectural and engineering plans a plus.
- Strong organizational skills, detail-oriented and an ability to work independently and meet deadlines in a fast-paced environment.
- Ability to always maintain professionalism under stressful situations.
- Ability to plan and manage work under time constraints and across multiple teams, personalities and communication styles.
- Willingness to work collaboratively.
- Ability to work both in-office and travel as necessary to property sites around NYC.
- Willingness to learn and seek direction when needed.
- Demonstrates accountability and ownership.
- Aptitude for problem-solving and identifying patterns and trends.
- Positive, can-do attitude.
- Adaptative and flexible with change.
- Willingness to learn and seek direction when needed.
- Accountability and ownership.
- Proficiency with AppFolio or a work order system.
- Experience in AWARDS preferable.
- Proficient in Microsoft Office Suites programs and specifically Excel, Word and PowerPoint.

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.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary.

Compensation:

The salary range for this position is **\$66,300.00 to \$70,000.00 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: **Operations Coordinator**
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