



Vice President of Property Operations
The Community Builders
Boston, MA/Worcester, MA

About The Community Builders, Inc.

Join a growing organization that is strengthening neighborhoods across the nation! The Community Builders, Inc. (TCB) is one of America's leading non-profit real estate developers and owners of mixed-income and affordable apartments. Our mission is to build and sustain strong communities where people of all incomes can achieve their full potential.

Position description:

Are you a driven leader who wants to make a difference in the lives of others by enabling an excellent resident experience through customer service, housing quality, sound financial stewardship, team leadership and regulatory compliance? If yes, The Community Builders may be for you. We are looking for a poised and experienced property management leader to join our team as a Vice President of Operations. Reporting to the Chief of Property Operations, this individual will oversee a multi-state affordable housing portfolio of 4000+ units in Massachusetts, Ohio and North Carolina. The position provides strategic vision, leadership and oversight to optimize physical and financial performance, maintain regulatory compliance, while maximizing a positive resident experience.

This role directs and mentors multiple Portfolio Operations Managers in all phases of property operations, including leasing, office administration, rent collections, financial budgeting and management, team leadership and management, physical maintenance, apartment turnover readiness, customer service, and community life/resident services. In addition, the VPO directs a Portfolio Maintenance Manager to oversee major projects, capital repairs, portfolio-wide maintenance skill-growth and mentoring, and leadership of strategy creation around physical inspection preparation. The VPO will foster alignment across their region with real estate development, community life, asset management and other departments to create consistency, brand integrity, new business opportunities and an environment that positions residents to maximize their social and economic potential. The VPO will participate in developing effective plans for the property management department to best achieve TCB strategic plan to be the management company of choice delivering consistent owner goals and sustainable growth.

Key responsibilities include but are not limited to:

- Establishing proactive, regionally specific initiatives, benchmarks and strategies that promote the optimum physical and financial performance of the region and maintain regulatory compliance at all times.
- Offer guidance and clear and consistent performance expectations to the property management teams in all aspects of their performance and professional development.

- Oversee the preparation and achievement of annual operating budgets and related interim financial goals. Meet or exceed portfolio-wide budget expectations, with a minimum of 80% of the properties on or exceeding budget.
- Work with other TCB leaders to strategically plan for growth, new initiatives and new business opportunities, including meeting leasing and break even targets set by investors.
- Review and analyze monthly financial statements with the Portfolio Operations Managers and Real Estate Accountants to enhance knowledge, ensure accountability, create efficiencies and develop plans to meet or exceed budget goals, accurately reflect financial performance, and accurately report on variances as they occur.
- Maintain compliance with Community Builders policies and procedures, including but not limited to financial management (i.e., purchasing and procurement policies, petty cash, vendor management, apartment turnovers, OT and staffing cost management, capital planning and execution, Replacement/Reserve withdrawal requests), and all compliance requirements and procedures (HUD, IRS, HFA, etc.), risk management, and performance management.
- Foster both culture and systems that support excellent customer service to residents, free of judgement or defensiveness.
- Encourage consistent communication or meetings with residents to apprise of events, building rules, resolution of resident concerns, renovation schedule and to gain feedback to help shape future TCB initiatives. Ensure Community Life staff are actively engaging residents at all times.
- Establish and maintain a responsive relationship with the applicable Agencies for each market, including but not limited to timely communication, knowledge of new procedures and regulations, oversight of up-to-date and accurate reports as required by regulations. Provide oversight and strategic support to agency audit preparation.
- Collaborates to inform best practices across the organization and ensures knowledge is leveraged and shared with other departments.
- Work and form productive relationships with Development and Asset Management to further performance, long-range planning, and potential refinancing of existing sites within your portfolio.
- Actively contribute to Community Success Plans in collaboration with Community Life.

Skills and experiences:

- 8+ years of progressive responsibility in affordable housing property or asset management is required.
- Bachelor's degree in business administration or related degree, or 10+ years of management responsibility in real estate required.
- 6+ years of multi-site, multifamily operational management experience, preferably with a portfolio of properties that contain a mix of residential property types in multiple markets.
- Industry certification such as Certified Property Manager, Accredited Apartment Manager, etc. preferred. Real Estate License preferred.
- Proficient in Microsoft Office programs and in Yardi or other industry software.
- Collaborative leadership philosophy with experience managing diverse teams in a fast-paced environment
- Sense of humor
- Commitment to listening, follow up, and follow through on commitments

The Community Builders is committed to diversity in its workplace. Applicants from diverse backgrounds are encouraged to apply!

EOE Minorities/Females/Protected Veterans/Disabled

TO APPLY:

Email resumes to Joseph Le at Joseph.le@tcbinc.org. Please include job title in subject line.