



## **Job Description**

### **Vice President of Housing Operations**

<b>Status:</b>	Full-Time	<b>Reports to:</b>	President
<b>FLSA:</b>	Exempt	<b>Date Adopted:</b>	12/7/2023

#### **Job Summary:**

Reporting to the President, the Vice President of Housing Operations (“VPHO”) oversees day-to-day operations and maintains overall responsibility for MaxHousing’s Vistas Accessible Apartment Communities.

#### **Essential Functions:**

- Oversees facilities planning and prioritization, including capital plans, decorating plans, capital updates, and reserve submissions. Collaborates with Facilities Director to ensure proper maintenance and upkeep of buildings and properties, and to create, utilize, and update meaningful performance dashboards and tools.
- Oversees tenant relations, financial management, program compliance, and rule enforcement.
- Maintains compliance with current HUD and other regulatory requirements, including overseeing completion of necessary filings and reports. Manages preparation for Management and Occupancy Reviews and other evaluations. Develops and maintains constructive relationships with regulatory agencies.
- Oversees management of operating budget, accounts payable and receivable, and internal and external financial reporting. Prepares for and supports external auditor in completion of annual audit.
- Manages Vistas application activities, including marketing properties; application intake, processing and review; waiting list management; and move-ins and move-outs.
- Oversees program policies and procedures, ensuring clarity, ongoing relevance, and consistency with organizational priorities and appropriate regulations.
- Selects, directs, supports, and develops direct reports. Drafts and updates job descriptions, and actively participates in hiring process for various positions.
- Actively facilitates, supports and participates in Board and assigned Board committee meetings, presenting relevant organizational information as necessary.
- Manages all property insurance renewals and claims.
- Oversees office management, including phones, supplies, and equipment.
- Other duties as assigned or necessary.

#### **Supervision**

The VPHO maintains direct supervision of Facilities Director, Housing Coordinator, and Administrative Assistant.

#### **Qualifications**

The VPHO will be thoroughly committed to MaxHousing’s mission, and will have a demonstrated history of successful operational leadership and property management. Specific requirements include:

- Bachelor’s degree in business, real estate, non-profit management, or related field.

- Minimum of 5 years' experience as a regional property manager, senior property manager supervising multiple sites, or equivalent position.
- Exceptional verbal communication skills; a persuasive and passionate communicator with excellent interpersonal, negotiation, and relationship-building skills.
- Excellent written communication skills.
- Self-directed and the ability to work well under pressure and work non-traditional and extended hours when necessary to meet organizational needs.
- Understands and values accessibility, independence, and inclusion for people with disabilities as organizational operating principles.
- Ability to work with individuals of all ages, backgrounds and skills.
- Must be an outcomes- and mission-driven professional with abundant energy, passion, and integrity.
- CPM (Certified Property Manager) or similar designation a plus.
- Non-profit and/or subsidized housing experience a plus.

**General**

This Job Description is not exhaustive, and the incumbent may be required to undertake additional appropriate duties and projects from time to time.