

## HALLKEEN MANAGEMENT

**Job Title:** Chief Operations Officer (COO)-Residential Management

**Location:** Norwood, MA 02062

**Hours:** Full-Time

### **General Functions:**

The Chief Operating Officer is responsible for the performance of the Company's residential management business, as dictated by the overall company strategy and maintaining an ongoing dialogue with the CEO and Partners to ensure both short-term and long-term business goal continue to be evaluated, updated and successfully met.

### **Job Responsibilities:**

- COO will oversee and lead the Residential Operating Committee in setting and meeting company goals and assessing best practices as they relate to residential management.
- COO will oversee and be responsible for all day to day operations of the residential management division. COO will supervise and work closely with senior residential team members to offer support and structure.
- COO will sit on the Executive Committee.
- As Chair of the Residential Operating Committee, COO will be responsible for assisting in formulating strategies and operational plans for the residential division to ensure growth and profitability. Identifies cost reducing and containment opportunities while identifying new efforts that will optimize company growth and business.
- Communicate all pertinent information to the President/CEO required in order for the partners to assess the performance of the business and the achievement of the agreed business strategy.
- Assists CEO/President in daily trouble shooting of any issues which may impact the success of business or meeting the various business goals. Will interact with clients and manage all HKM processes to ensure success.
- Partners with other Senior Management staff to help identify systems, functions, and/or areas that may be improved to help better meet business goals.
- Assist in putting in systems or controls that will positively impact business success and productivity while limiting company liability.

**Job Qualifications:**

This position requires an experienced leader with high ethical standards and an extensive administrative background. Incumbent must have proven experience in formulating policy, developing new strategies and implementing procedures. The incumbent must have an ability to make administrative, procedural decisions, good judgment, and foster a cooperative work environment. This position requires an individual who can demonstrate a strategic vision with sound technical skills, analytical ability, and strong operational focus. Requires a well-organized, interpersonal, and self-directed individual who is a team player who has the ability to articulate and relate to people at all levels of an organization and who has the ability to work effectively with a wide range of constituencies in a diverse community. Incumbent must possess excellent oral, written, communication, and presentation skills and has an ability effectively present facts and recommendations. Position requires a decisive individual who possesses a “big picture” perspective. Must have ability to develop long-term plans and programs and to evaluate work accomplishments; ability to apply and adapt practices and techniques to the special requirements of senior management; ability to establish and maintain effective relationships with other management staff, employees, and the general public.

Excellent organizational and interpersonal skills including ability to resolve disputes and observe confidentiality.

Considerable knowledge of principles and practices in business administration with a minimum of seven (7) years management level experience in Real Estate Management. Experience in or working knowledge of the Affordable Housing Industry is required. Bachelor's Degree in Business Administration or related field is required. Masters Degree preferred.

Ability to use PC and widely used software packages such as spreadsheets (Excel), word processing (MS Word), Onsite, HRIS/data base, and Power Point.

E-mail salary requirements and resume to: [CAREERS@HallKeen.com](mailto:CAREERS@HallKeen.com) or fax: 781-915-3115