



## **Director of Strategic Facilities Programs-Boston, MA**

### **Overview:**

The Community Builders, Inc. (TCB) is a nationally recognized nonprofit developer, owner and manager of affordable and mixed-income residential and commercial properties. Founded in 1964, TCB has developed over 25,000 residential units as well as office and retail properties, and owns or manages over 11,000 rental units nationally. TCB strategic plan calls for continued growth in existing markets of Massachusetts, Connecticut, Rhode Island, New York, New Jersey Pennsylvania, Maryland, Virginia, North Carolina, Illinois, Indiana, Michigan, Ohio, Kentucky and the District of Columbia and expansion of our real estate development capacity, community life engagement and resident resource building, financial strength, and property management, all guided by our mission “to build and sustain strong communities where people of all incomes can fulfill their full potential”.

### **Position Description:**

The Director of Strategic Facilities Programs will be based in the Boston corporate office and provides corporate support, execution / implementation capacity for strategic facilities programs such as purchasing, opportunity contracting, inventory management, safety, risk control, sustainability/energy management, new acquisition and capital planning. The position’s direct reports include the Procurement Manager, Acquisition & Capital Planning Manager and Sustainability Analyst. The director is an integral part of the property management leadership team focus on low and moderate housing, by acquiring and developing of affordable housing to promote neighborhood improvement for the benefit of persons and families of low and moderate income and for the elderly, disabled and other disadvantaged persons.

This role impacts maintenance and financial operations ensuring that the company’s financial; business and customer service objectives are achieved globally. The director will foster alignment cross functionally with construction, development, community life and other department initiatives to create consistency, brand integrity, new business opportunities and an environment for the residents that allow them to maximize their social and economic potential. The director participates in developing tactical and effective plans for the property management department to best achieve TCB strategic plan to be the management company of choice and increase the size of the portfolio.

The Strategic Facilities team has an integral role with construction and development during the due diligence, planning and takeover of new business. The director will interface with all levels of the organization and across all functions to promote the achievement of optimum operational, financial, and business performance.

### **Essential Functions:**

This role will drive optimal operating expense performance, develop metrics for benchmarking and implement programs to promote opportunity contracting, safety, minimize op ex, product standards, and sustainability programs working with construction, development and property management.

- Support the community teams in the roll-out, implementation, creation of standard operating procedures, and monitoring of the insurance, safety, utility, purchasing, sustainability and other designated programs.
- Provide pro-active information, standard operating procedures, and training to external and internal customers regarding risk or concerns posed by construction work safety and maintenance.

- Establish metrics and benchmarks as well as proactive, regionally specific initiatives and strategies that further help promote the optimum performance of the region.
- Offer guidance, industry metrics and performance expectations to the property management teams in the preparation and achievement of annual operating budgets and break even. Meet or exceed budget expectations.
- Support new business initiatives by providing industry standards, start up inventories, and metrics for a smooth transition and successful break even.
- Collaborate with Community Life, neighborhood groups, residents, public and private agencies, and philanthropic interests to shape community and economic initiatives. Transform large-scale distressed housing projects into anchors for revitalization efforts. Serve as a long-term stakeholder in the neighborhoods we help transform.
- Coordinate communications for the respective consultants, sub-contractors, and vendors as relates to safety and insurance, purchasing, energy management and sustainability and other designated programs.
- Work in coordination with the finance, development, and asset management on the integration of ancillary programs, capital planning and its financial impact into the annual and long-term models.
- Support the property management teams in the monthly financial review process as relates to insurance, utilities, purchasing, national accounts, and other designated programs.
- Coordination and leadership assistance for properties with circumstances such as REAC preparation or other physical or administrative reviews.
- Establish vendor and supplier relationships, negotiate competitive pricing and discounts for quality standardized products while encouraging opportunity contracts.
- Develop, submit for approval and manage annual budgets for safety equipment, consulting services, supplies, education, and job skill development.
- Provide direction in the establishment of a short and long term capital plans.
- Provide regular reporting on efficiency of energy management and sustainability including benchmark comparisons, program opportunities and risk/insurance programs with claims paid, outstanding claims, overall insurance strategy, safety metrics.
- Work in coordination with the Facilities group and maintenance teams to ensure proper management of inventory controls, preventative maintenance, and safety procedures.
- Perform an annual review of the Risk Strategy with leadership stakeholders. Evaluate performance and adjust the direction to continue support of TCB mission and goals.
- In conjunction with asset management and accounting, monitor the financial activity and performance of the resident green program, purchasing, opportunity contracting, and safety & insurance. Interface with designated consultant, sub-contractor, and/or vendors.
- Support financial project metrics and incentives relating to Safety/QC. Maintain a favorable loss record to enhance the Company's position in the market when securing insurance coverage. Develop standard operations policy that will manage the corporate modification rate.
- Monitor risk financing and risk control programs for opportunities to reduce the overall cost of risk.
- Coordination and delivery of an annual insurance and safety program review and training. Programs to be tailored to the specific audience.
- Ensure contracting and purchasing procedures are known, SOPs created and followed by all team members
- In conjunction with the corporate property management team identify areas of continued professional development for community-level team members and support their capacity to take on additional responsibilities.
- Collaborate cross functionally to ensure smooth personal interaction and functional integration in regards to all portfolio programs.
- Other duties as requested.

#### **Knowledge, Skills and Abilities:**

- Proven process and operating results improvement in the areas of planning and program execution / implementation is required
- Strong business planning, budgeting, and reporting skills

- Outstanding interpersonal, communication, analytical, problem solving, team-building, and organizational skills

### **Physical Demands & Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee routinely is required to sit; walk; talk and hear; use hands to keyboard, finger, handle and feel; stoop, kneel, crouch, twist, crawl, reach, and stretch.
- The employee is required to move around the building or site.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- The employee may occasionally lift and/or move up to 20 pounds.
- Travel required

### **Education & Experience:**

- BA/BS degree in business, marketing, real estate or other related field required. Advanced/graduate degree preferred.
- Minimum of 5 years progressive property / project management experience within a professional real estate organization is required.
- Minimum of 2 years previous experience working at the corporate or regional level with a multi-site/scattered portfolio interacting and interfacing with various levels of the organization required.
- Industry certification such as Certified Property Manager, Accredited Apartment Manager, etc. desired.
- Proficiency in Microsoft Office and competency in YARDI Property Management software or equivalent industry related software is required.

**The Community Builders, Inc. is committed to ensuring diversity in its workplace, and candidates from diverse backgrounds are strongly encouraged to apply.**

Apply Here: <https://home.eease.adp.com/recruit/?id=11640451>