

Portfolio Operations Manager
The Community Builders
Boston, 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. Our mission is to build and sustain strong communities where people of all incomes can achieve their full potential.

Position Description

Under the direction of a Regional VP, the Portfolio Operations Manager (POM) is responsible for the ongoing operations of multi property portfolio with up to 2,500 units. The POM provides their team with clear understanding of TCB's standard operating procedures, objectives, mission and each property's economic and physical requirements. The POM ensures that their team achieves or exceeds occupancy, operating and capital expense budgets, and customer service objectives. Results will be attained through the successful implementation of portfolio programs, proactive planning and financial management to promote the peak performance of the portfolio. Key focus areas include:

Maintain strong operations

- Regular visits to each property to elevate curb appeal, inspect market ready units, review occupancy/delinquency reports and safety awareness.
- Identify, attract, and retain top talent. Be visible and participatory in local agency and industry organizations and events to build network and brand for TCB. Staff sites within TCB guidelines to ensure teams are performing to expectations and receiving frequent feedback and recognition in a fair and consistent manner.
- Mentor and audit teams to consistently apply all TCB standard operating policies & procedures and all regulatory requirements and procedures in assuring accuracy and compliance.
- Maintain product knowledge on all properties and that of competition through site visits and review of updated market competitive analysis with site team.
- Assure team understands, administers and provides a suburb resident experience during move in or move out and during unit inspection and resident orientation.
- Assist in new business acquisition and development in establishing operating expense benchmarks, leasing absorption plans, potential budgets and staffing plans as well as physical site due diligence and start up.

Effective cross functional partnerships

- Collaborates on best practices across the teams, and ensures knowledge is leveraged across the PM, Development, Community Life and other departments within the organization.
- Establishes effective relationships cross functionally for the betterment of TCB through candid feedback, information and recommendations that will benefit the company long term.
- Collaboration and partnership with Community Life to implement meaningful programs and services to enhance the experience and life of our residents.

Financial controls and compliance

- Confirm that financial reports accurately reflect the fiscal operation and condition of the sites and are submitted timely with a plan to correct any deficiency or measure performance.
- Lead and monitor teams to successfully prepare appropriate Agency reports timely and accurately, adhere to all management contracts and pertinent affordable programs, including state, local and national and Fair Housing.
- Coordination and attendance for successful completion for REAC inspections with a minimum score of 80, and other agency or partner visits/audits with a passing score.
- Accountable for accurate financials and timely variance reporting. Must meet or exceed budgeted occupancy, remain within all operating and capital expense plans and produce a minimum of budgeted cash flow.
- Evaluate all operating expense line items to determine more efficient, cost effective strategies while promoting opportunity contracting. Review Yardi to confirm that invoices are being processed timely and on budget.

Key Skills

- Strong leadership skills – must be able to deliver results through others and build a strong and capable team.
- Strong communication skills, both written and oral.
- Superior interpersonal skills: ability to influence others, build relationships internal and external.
- Highly detail-oriented and able to multitask in a fast paced environment.
- Superior business acumen; ability to analyze trends, monthly Profit and Loss statements, and build and analyze budgets.
- Incredible customer service skills & the ability to create a customer focused culture.
- Analytical skills; must have demonstrated strong problem solving and quantitative abilities.

Education & Experience:

- College degree or 7 plus years of progressive responsibility in property management, hospitality or retail industry with a minimum of 5 years of residential property management required. Three years of multisite residential property management preferred.
- Proficiency in multiple affordable housing programs required.
- Industry certification such as Accredited Residential Manager or C3P or equivalent required.
- Successful history of employee development and direct management of multiple teams.
- Proficiency in Yardi or other industry software and Microsoft office.

David Jones
Vice President of Human Resources
The Community Builders
david.jones@tcbinc.org