

OPERATIONS DIRECTOR

Community Home Trust (CHT) seeks to strengthen our community with permanently affordable housing opportunities. We are seeking an experienced, strategic Operations Director to help us accomplish our mission.

CHT has 9 professional staff and a \$1 million budget. The Operations Director reports directly to the Executive Director. The ED and staff collectively work under the oversight of the Board of Directors in fulfilling CHT's mission. This position is currently remote, as with all CHT staff, but will require in-office hours once our offices reopen.

The Operations Director is responsible for the operations of the organization including program planning and management, supervision of seven employees, technology administration, program and grant compliance, and developing and maintaining community partnerships.

OPERATIONS MANAGEMENT

- Supervise seven staff members making up the home sales, maintenance, property management, and administrative teams.
- Ensure that administrative offices are maintained to meet the organization's needs.
- Serve as risk management officer, securing appropriate property and liability insurance.
- In conjunction with the Executive Director, meet with developers, town staff, and affordable housing community advocates to discuss policies, plans, options, purchases, and financing for affordable housing.
- Monitor compliance requirements and develop reporting schedules for grants including HUD agency requirements.
- Approve files for sales contracts to purchase.
- Work with outside consultant to ensure that the technology supports the organization's mission and includes appropriate hardware and software for programs, fundraising, and administration.
- Oversee data management for reporting and analytics.
- Develop and document new and existing processes and procedures.
- In conjunction with the Executive Director, plan for and attend meetings of the Board of Directors.

Program Planning and Management

- Oversee the development, planning, implementation, and evaluation of CHT's programs and services, ensuring that they contribute to the mission and reflect the priorities of the Board.
- Review and maintain/manage the goals and objectives of the current year's strategic plan.
- Monitor the day-to-day delivery of the programs and services of the organization to maintain and improve quality.
- Initiate and recommend more efficient practices for the organization and offer new and improved program ideas for consideration.
- Lead Special Initiatives as defined each year.
- Ensure program compliance established by funding sources, internal policies, partnership agreements, and external agency requirements.

Human Resources/Staff Management

- Determine staffing requirements based on needs.
- Interview and select staff that have the right technical and personal abilities to help further the mission.
- Maintain competent and effective managerial staff.
- Define expectations and manage the results of staff.
- Ensure that all new staff members receive an orientation to the organization and that appropriate training is provided.
- Implement a performance management process for all staff, including monitoring the performance of staff on an ongoing basis and conducting an annual performance review.
- Coach and mentor staff as appropriate to improve performance.
- Conduct staff meetings to disseminate pertinent information.

Financial Planning and Management

Work with the finance department and Executive Director to prepare a comprehensive annual budget and assure adherence to the approved budget.

Competencies

Strong candidates will demonstrate a history of:

- Using good judgment and displaying a high degree of emotional intelligence and maturity.
- Working with an Executive Director to develop and implement a strategic plan to help achieve the organization's mission and vision.
- Attracting, developing, and retaining the highest quality staff members, and encouraging and leading their continuous improvement.
- Being a systems thinker and creating a cohesive, collaborative operating environment across departments.

Business Innovation

Strong candidates will show evidence of:

Moving a successful non-profit organization in new directions, retaining existing members, reaching new markets, and developing services to meet changing demands.

- Integrating technology as an organizational strategy to enhance service and streamline operations.
- Creating an environment of creativity and healthy debate.

Operational Management

Strong candidates will provide examples of:

- Thinking strategically and performing tactically.
- Executing a strategic plan and using operating capital to implement the most efficient success strategies.
- Assimilating information from a variety of sources and recommending actions to be taken.
- Presenting ideas and concepts to groups effectively.

Additional Knowledge, Skills, and Abilities:

- Bachelor's degree with a minimum of five years of management/supervisory experience
- HUD certified counselor and/or real estate license/experience preferred

- Strong written communication skills, including expertise in writing, spelling, grammar, and proofreading.
- Strong verbal communication skills, including presentations.
- Broad, foundational knowledge associated with managing not-for-profit entities, including legal and regulatory requirements.
- Knowledge of all programs in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Teams). Salesforce knowledge strongly encouraged.
- Willingness to work above and beyond the standard workweek when workload requires.
- Ability to organize effectively and maintain detailed records of procedures and actions.

The salary range is \$65,000 –75,000, commensurate with experience, and includes a generous benefits package. The position is full-time, an average of 40 hours per week, with occasional evening and weekend hours.

Job location: Current office located in Chapel Hill, North Carolina. Remote work through 2021. Flexible work options available.

HOW TO APPLY:

Please send your resume and a cover letter explaining why you would be a good match for this position and how you meet the qualifications to: Executive Director Kimberly Sanchez at ksanchez@communityhometruster.org. Preferred deadline for receipt of applications is 9/24/21.

NO PHONE CALLS PLEASE. Resumes in confidence.