



Founded 1973

Old bricks  
Faith in people  
Preserving community

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## Clinton Housing Development Company

### **DIRECTOR OF OPERATIONS (AFFORDABLE HOUSING)**

#### **COMPANY MISSION STATEMENT**

Clinton Housing Development Company (CHDC) builds community by preserving and creating high quality, permanently affordable housing in the Clinton/Hell's Kitchen and Chelsea neighborhoods on the West Side of Manhattan. We integrate community, cultural and green space into developments and provide consulting services for larger community initiatives.

We collaborate with neighborhood and citywide stakeholders in both the public and private sectors. CHDC developments promote diversity and economic integration by respecting and valuing the people, history and physical character of the community.

#### **NATURE OF WORK**

The Director of Operations supervises and manages the Deputy Directors of Maintenance, Community Cultivation, Horticulture, and Housing Management in the day-to-day operations of the organization.

The Director of Operations works closely with the Director of Finance & Administration, the Director of Design & Construction and the Asset Manager to ensure smooth organizational operation and coordination, especially in matters of team collaboration and employee contribution.

The Director of Operations implements and monitors, and revises, as needed, operational systems and procedures to meet the changing internal or external requirements of the organization.

#### **RESPONSIBILITIES**

##### **Overall**

- Manage and ensure that each department's operational function is performed in a timely and efficient manner
- Coordinate operations among departments
- Review and update existing organizational operating procedures on a regular basis and establish new procedures as needed or as requested by Executive Director and Board of Directors.
- Evaluate job functions and organizational roles on a regular basis, and develop procedural and functional changes to improve efficiency and organization
- Manage organizational operations in the Executive Director's absence
- Promote a culture of high performance and continuous improvement that values ongoing training and a commitment to quality

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### Departmental Planning

- On an annual basis, establish organizational and departmental goals with Department Directors in consultation with Executive Director and Board of Directors
- Develop Implementation Plans for annual goals with Department Directors
- Integrate departmental Implementation plans across the organization
- Review and evaluate departmental workflow and make recommendations for internal systems changes as needed
- Contribute to the development of CHDC's strategic goals and objectives as well as the overall management of the organization
- Maintain continuous lines of communication to Department Directors and Executive Director

### Personnel

- Oversee the development of staffing strategies, implementation plans and programs to identify talent within and outside the organization for positions of responsibility
- Set professional development goals with Department Directors, for their staff with objectives, priorities and accountability
- Ensure staff members receive timely and adequate training to meet the changing needs of the organization
- Manage personnel matters in consultation with Human Resources Manager and direct reporting Deputy Directors
- Manage the Introductory Period and Annual Performance evaluation process for staff in consultation with Human Resources Manager and direct reporting Deputy Directors
- Recommend individual compensation increases and promotions based on annual staff evaluations in consultation with Human Resources Manager and direct reporting Deputy Directors
- Review, update and maintain job descriptions on an annual basis, in consultation with the Human Resources Manager
- Collaborate with Director of Finance and Administration and Human Resources Manager in annual review of salary ranges
- Restructure departments as necessary, in collaboration with Executive Director, to meet changing organizational needs

### Contract, Program and Regulatory Compliance

- Upgrade and implement, as needed, policies, internal controls, and procedures
- Coordinate with Contract Administrator and Director of Finance and Administration to ensure compliance and performance with government contracts
- Oversee social services sub-contractor to ensure compliance and performance
- Conduct monthly Social Services review meetings with social service-sub contractor

### Financial

- Collaborate with Director of Finance and Administration in developing departmental and organizational budgets

Information Technology Management

- Coordinate with Department Directors to identify and prioritize technology needs

**MINIMUM QUALIFICATIONS**

Education and Experience

- Masters preferred or BA/BS degree in business, management, and/or not for profit management.
- 5 to 10 years experience in management of multiple department coordination.
- Experience working in either for profit or not for profit housing development or property management.

Knowledge, Abilities, and Skills

- Excellent organizational and leadership skills.
- Excellent communication skills, flexible style.
- Ability to work well in a fast-paced environment.
- Computer literacy in MS Word, Excel and Access required.
- Experience working with City and State government agencies.
- Self-reliant, flexible, collaborative problem solver

**REPORTS TO**

Executive Director

**MANAGES**

Senior Building Manager  
Deputy Director of Housing Maintenance  
Deputy Director of Community Cultivation  
Deputy Director of Horticulture

**SALARY RANGE**

\$95,000 - \$115,000 commensurate with experience

**APPLICATION INSTRUCTIONS**

Submit Resume and Cover Letter to **applications@clintonhousing.org**.

Cover letters must include a brief statement describing your approach to managing multiple departments when entering a new organization.