

Owner Resource Center Director for the Division of Preservation Finance

About the Agency:

The New York City Department of Housing Preservation and Development (HPD) is the nation's largest municipal housing preservation and development agency. Its mission is to promote quality housing and diverse, thriving neighborhoods for New Yorkers through loan and development programs for new affordable housing, preservation of the affordability of the existing housing stock, enforcement of housing quality standards, and educational programs for tenants and building owners.

Your Team:

The Division of Preservation Finance administers multiple financing programs including the Multifamily Housing Rehabilitation Loan Program (HRP), the Participation Loan Program (PLP), the Housing Preservation Opportunities Program (HPOP), the Green Housing Preservation Program (GHPP), the Primary Prevention Program (PPP), the Third Party Transfer Program (TPT), the Multi-Family Preservation Loan Program (MPLP), the Neighborhood Pillars Program (Pillars), the HUD Multifamily Program (HUD MF), and the LIHTC Portfolio Preservation (Year 15) Program. These programs facilitate the financial and physical viability, as well as affordability of privately-owned multi-family and single-family buildings throughout New York City.

Your Impact:

The Division of Preservation Finance seeks a Director to oversee the Owner Resource Center ("ORC"). Reporting to the Executive Director within the Owner Resource Center and Building Stabilization Programs team, in your role as Director you will be responsible for the overall management of the ORC, including outreach and developing stabilization strategies, including new financial or technical assistance, for building owners seeking help in stabilizing building operations and conditions. You will interact on a regular basis with other HPD divisions on which the work of the ORC will coordinate close with, including the Office of Neighborhood Strategies, Office of Enforcement and Neighborhood Services, the Office of Asset and Property Management and external City agencies such as the City's Law Department, the Department of Finance and the Department of Environmental Protection.

The Director will oversee:

- Landlord Ambassador Program, and development of new Owner Resource Center: The pilot and latest demonstration Landlord Ambassador Program was created to assist owners needing assistance stabilizing their property and accessing available resources, including in relation to financial and/or physical conditions. The Landlord Ambassador Program target owners of small to mid-size buildings, including a subset of properties eligible for the tax lien sale, and offers technical assistance. Participants in the program has access to an Emergency/Flexible Financing Loan Fund. The Director will execute a plan to expand the program to rental and HDFC cooperatives citywide, including developing the scope of services and strategic priorities for the program, securing resources, managing the contract with a third party vendor, and overseeing ongoing service delivery.
- Third Party Transfer In Rem: The team oversees the Third Party Transfer in rem action from commencement of an in rem foreclosure action through transfer, as well as litigation related to the transfers. This work includes coordinating with DOF, DEP, law department, owners, elected officials, and others as needed. The Director may also work to reform and improve the program and expand programmatic support to help owners stabilize their property through the Owner Resource Center or other appropriate programs administered by HPD or other agencies.

- Outreach and Pipeline Development for Multifamily Preservation (MF) programs and initiatives: This team is responsible for increasing awareness of HPD MF financing programs and functions as navigators for owners. This work includes managing initial intake and conversations with potential applicants, managing referrals and pipeline development with other HPD divisions and/or external partners, coordinating outreach and technical assistance events particularly with ONS, and referring to other appropriate parties as needed. The team manages the initial application intake for MF financing program applicants, and coordination with owners to assess project needs and works with the HPD Loan Program transactions teams to determine the appropriate financing program.
- HPD/DEP MW Water Assistance Program: The New York City Department of Environmental Protection (DEP), in conjunction with New York City Department of Housing Preservation and Development (HPD) and the Housing Development Corporation (HDC), offers an annual application-based water and sewer credit for eligible HPD- or HDC-assisted affordable multifamily housing projects.

Your Role:

Under the supervision of the Executive Director, you will oversee strategic outreach and stabilization efforts for existing rental and HDFC cooperative buildings in New York City, including administering the Owner Resource Center, Third Party Transfer, and the MW Water Assistance Program, and managing a staff consisting of two analysts and the work of a grant funded Program Manager. You will oversee the expansion of the Landlord Ambassador Program through the Owner Resource Center – a new program in partnership with nonprofits aimed at assisting owners of multifamily rental buildings and HDFC cooperatives to improve operations, stabilize buildings, navigate government programs, and access financial assistance. As director, you will be responsible for overseeing the TPT/In Rem pipeline of foreclosed properties, with duties around tracking, coordination and field inspections, as needed. You will also oversee the MF Water Assistance program, and assess whether other technical assistance and/or financial support is needed to address building stabilization needs. As director, you will also be responsible for handling administrative functions such as budget forecasting, reporting and compliance requirements and duties related to procurement contracts in support of the program. In addition, you will work on program improvements and policy development. You will work closely with the Building Stabilization Program and other preservation staff to understand and help owners access HPD and other governmental financial assistance.

Your Responsibilities:

As Director, you will perform duties including, but not limited to the following:

- In collaboration with the Executive Director, work with applicable staff to improve on policies and further develop programmatic areas to address service gaps for technical and financial assistance to stabilize properties financially and physically.
- Oversee all outreach efforts of the ORC unit including targeted mailings, outreach and notification to owners/representatives and tenants, including referring owners and other interested parties to DOF and DEP for consideration of installment agreements and assisting owners, participating in public outreach informational events, and attending and presenting at meetings with elected officials and the public as needed.
- Work with the DOF, DEP, law department and staff across HPD to administer Third Party Transfer, including overseeing the program from selection and commencement of the in rem action through transfer, including tracking properties, communication and responding to information requests. Oversee outreach and communication to owners and residents, including ensuring owners are aware of resources that may help stabilize their property (which may be administered by HPD or other entities.)
- Manage and maintain In Rem and property databases and historical data sets with other City agencies like Department of Finance (DOF), Department of Environmental Protection (DEP) and Law Department, with particular focus on new TPT round.

- Lead the Request for Qualifications for the TPT RFQ to qualify sponsors for TPT rounds or other similar assistance.
- As needed, perform field work by canvassing/site visiting properties in the foreclosure process, prepare building portfolio reports on vacancy and occupied status; perform field inspections requiring the gathering and reporting of data concerning the physical aspects of housing or of building construction or renovation; write property detail reports including findings of overall building conditions.
- Draft the Request for Proposals and lead the HPD procurement process to procure vendors to administer the Landlord Ambassador Program and Emergency Flexible Finance Fund; you will be responsible for developing the program budget and drafting and negotiating the contracts with the selected vendors.
- Ensure adequate funding availability for the ORC programmatic areas, including drafting funding proposals and completing workflow analyses to secure additional funding, as needed.
- In coordination with the Executive Director and Program staff, improve workflows between the ORC programmatic areas, internal business units including other preservation teams, and external partners to ensure frictionless customer experience.
- Coordinate with DEP to oversee the MW Water Assistance Program, including determining program criteria, and reviewing and approving applications.
- Prepare reports, memoranda and written correspondence regarding program's performance and issues
- Coordinate special projects, conduct policy analyses, initiate research and make recommendations that relate to the management and operations of unit and other issues as requested by the Executive Director and the Assistant Commissioner for the Division of Preservation Finance.

Preferred Skills

You should have strong managerial experience, a record of achieving results in a fast-paced environment, experience managing programs as well as seeking ways to improve programs and procedures, strong financial analysis skills including financial modeling and financial statement analysis, and be detailed-oriented, self-motivated, and able to manage multiple projects and meet deadlines. As a successful candidate, you should also demonstrate strong verbal and written communication skills. Preference will be given to candidates with: strong management experience, knowledge of NYC government, NYC neighborhoods, and housing policies/issues, knowledge of HPD's Third Party Transfer program; a strong financial background and demonstrated analytical skills (including underwriting experience), understanding of real estate construction and property management, a demonstrated track of customer service and public interaction skills, and ability to work effectively with others to obtain results promptly. Candidates with Masters in Real Estate Finance, Business Administration, Public Administration or Planning and related fields are strongly preferred. Strong facility with Excel and Word required. Knowledge of Access and PowerPoint preferred.

As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.

How to Apply:

Please go online and apply at www.nyc.gov/careers . Search for **JOB ID# 520975**

City Employees: Apply through the Employee Self Service portal (ESS) at www.nyc.gov/ess. Search for **JOB ID# 520975**

Salary range for this position is: \$95,000-\$105,000

NOTE: Only those candidates under consideration will be contacted.

NYC residency **required**