



Job Posting **Deputy Director/Director of Real Estate Operations**

Settlement Housing Fund, Inc. (SHF) is a nonprofit organization which creates and sustains high quality affordable housing and programs, building strong and economically diverse neighborhoods throughout New York City. SHF works closely with community partners to provide low- and moderate-income New Yorkers with pathways to long-term affordable housing, education, employment and wellness. SHF currently owns approximately 1,800 units of affordable housing in 31 buildings, located in the Bronx, Manhattan, and Brooklyn, and has a robust development pipeline which includes a mix of new construction and preservation projects totaling approximately 500 units.

SHF is seeking a Deputy Director or Director of Real Estate Operations—title to be commensurate with experience—to oversee operations, financial performance, regulatory compliance and capital needs at our developments. They will partner with a broad array of internal and external stakeholders including SHF staff, property managers, investors, lenders, and government regulatory agencies. The position will report directly to SHF’s Deputy Director of Housing Development.

Real Estate Operations at SHF

The Deputy Director or Director of Real Estate Operations will create and lead SHF’s asset management strategies, onboard and stabilize new acquisitions into SHF’s portfolio, streamline processes, create financial and physical needs strategies, establish oversight and maintenance protocols, set performance benchmarks, and develop plans for corrective actions. The Deputy Director or Director of Real Estate Operations will oversee third-party property management through comprehensive financial review, budget and capital approvals, and facilitate close working relationships with SHF’s community, debt and equity partners to ensure optimum property performance and a high-quality affordable housing experience. The Deputy Director or Director of Real Estate Operations will determine and measure property goals and outcomes. They will identify and implement recapitalization and refinance opportunities for SHF’s portfolio of assets, ensuring financial performance and that capital needs will be met.

The Deputy Director or Director of Real Estate Operations will be responsible for a variety of tasks including, but not limited to the following:

- Analyze and track performance metrics that quantify the physical and financial health of the portfolio for use in monitoring and reporting to Senior Management and the Board of Directors;
- Integrate new acquisitions into SHF’s portfolio by working with third party management and the development team to stabilize operations, develop a rehabilitation scope, and ensure financial and physical performance;

- Develop a long-term strategy for the portfolio inclusive of maintenance and operating costs, revenue and capital repair planning;
- Review and approve annual operating budgets prepared by third-party property managers against ownership's asset management objectives;
- Communicate with internal and external stakeholders to complete compliance reporting in accordance with applicable lender, investor and governmental regulatory governance;
- Work with accounting team to coordinate annual financial audits and distribution of surplus cash;
- Complete and file annual Low-Income Housing Tax Credit (LIHTC) reports to ensure compliance with Tax Credit funding requirements;
- Maintain/monitor real estate tax abatement terms and compliance;
- Handle the administration of portfolio-wide insurance policies including policy renewals and claims management;
- Determine the ongoing scoping of green investments including the payback analyses for proposed green measures;
- Coordinate and notify properties of upcoming governmental and other stakeholder inspections and track progress of each inspection from initial notice to completion.

Our ideal candidate will bring operations experience, fiscal acumen, familiarity with property operations, good judgment, and resourceful problem-solving skills. They will be an independent and innovative thinker who is adept at collaboration and committed to SHF's mission. The Deputy Director or Director of Real Estate Operations will possess many of the following skills and qualifications:

- Bachelor's degree;
- 3-5 years of experience in asset management or operations, particularly for affordable rental properties including LIHTC and Section 8. New York experience preferred;
- Experience with financial reporting and modeling, including proficiency with Excel;
- Strong organizational, financial, analytical, communication and writing skills;
- Ability to work in a fast paced environment and complete multiple tasks with simultaneous deadlines;
- Assertive, self-motivated and able to work independently and with a team;
- Familiarity with building systems and general property management;
- Availability for frequent local travel (within walking distance of public transit), accessing apartments and roofs in buildings without elevators, and occasional weeknight work;
- Demonstrated ability to take initiative, suggest new ideas and move tasks forward.

Excellent benefits, including medical, dental, and retirement. This is an excellent opportunity for a professional seeking a work/life balance and the opportunity to contribute to a successful, mission-driven organization.

Please send a resume and cover letter detailing your interest and qualifications for this position to Jobs@shfinc.org, subject line "Deputy Director or Director of Real Estate Operations."

Settlement Housing Fund is an equal opportunity employer.