



The Opportunity: Director of Property Management and Operations Cambridge Housing Authority

The Director of Property Management and Operations position at the Cambridge Housing Authority (CHA) offers an opportunity to contribute to the day-to-day and long-term viability of one of the country's most highly-regarded housing agencies. The CHA provides safe, high-quality affordable housing to nearly 10% of Cambridge's residents through its commitment to innovation, efficiency and accountability. As the owner/operator of housing portfolio of more than 2,700 housing units in one of the most expensive housing markets in the country, the CHA is critical to maintaining the vibrant and diverse Cambridge community.

The Director of Property Management and Operations will ensure the efficient and economical management of all CHA properties, including maintenance activities and the procurement of materials. The ideal candidate will demonstrate considerable independence, evaluative thinking, written and oral communication skills, and operational, leadership, and strategic planning skills.

The Authority and the City

The Federal Department of Housing and Urban Development (HUD) designated the CHA as one of the original 24 Moving to Work (MTW) housing authorities nationwide when the program was founded in 1999. The MTW program frees housing authorities from the regulatory framework that had become administratively exhausting over the years, and replaces it with a mandate that each MTW site design its programs to best meet the needs of its specific community. This has placed the CHA in the forefront of creating innovative policies and programming in resident services and real estate development, as well as creatively leveraging an \$85 million capital budget for FY16 alone.

CHA staff includes over 160 employees. Its portfolio ranges from both public and mixed finance family and senior housing to an innovative assisted living facility and nursing home developed with the City of Cambridge and Cambridge Health Alliance. In 2013, CHA moved its administrative offices to 362 Green Street, which was redeveloped in partnership with the City of Cambridge. These offices are located in Central Square, Cambridge and are within walking distance of a Red Line subway stop, shops, and restaurants. Within one mile are the main campuses of Harvard and MIT. Nearby is Kendall Square, home to the Boston-area offices of Google, Microsoft, Novartis, and Genzyme.

The Operations Department

CHA's Operations Department is responsible for managing and maintaining the Agency's federal and state public housing inventory, as well as managing the tenant selection process. The Operations Department is currently undertaking a transition from a traditional public housing portfolio to Rental Assistance Demonstration (RAD) and other project-based subsidy platforms. RAD conversion offers CHA the flexibility to protect its affordable housing stock and ensure the financial stability of CHA properties, which are an important asset to the community. The Director of Property Management and Operations will be tasked with leading the organizational and related changes necessary for the Operations Department to successfully adapt to and function in this new environment.

The Position

The Director of Property Management and Operations reports to the CHA's Deputy Executive Director and is a member of CHA's leadership team.

Cambridge Housing Authority Mission

Our mission is to develop and manage safe, good quality, affordable housing for low-income individuals and families in a manner which promotes citizenship, community and self-reliance.

Essential Duties of the Director of Property Management and Operations

- Leads program staff and operations; sets standards, goals, and objectives; recommends new operational policies and procedures; and implements management improvements and strategies
- Analyzes and determines the extent of operating problems and needs; evaluates adequacy of existing policies and procedures to meet problems and needs
- Reviews and analyzes reports, records, and complaints dealing with development, operations and maintenance
- Makes supplementary investigations or inquiries, as necessary, based on suggestions or observations from the supervisor, employees or tenant groups
- Examines activities to determine efficiency and economy of operations
- Establishes procedures and recommends policies to improve efficiency and/or economy of operations
- Organizes and directs development, operational, and maintenance activities
- Obtains or makes estimates of personnel, materials, and time requirements for reaching particular objectives
- Directs procurement of materials and supplies
- Evaluates performance of subordinates; defines and assigns managerial responsibilities and duties

- Interprets rental, fiscal, maintenance, tenant selection, tenant services, and tenant relations policies for managers
- Coordinates the administration of federal and state housing policies and procedures with those of the Authority
- Makes field inspections and spot checks development activities to ensure that established policies and procedures are enforced and followed
- Suggests development of operational reports covering department-related activities and issues
- Publicly represents department on official contracts
- Works with other staff in planning Capital Improvements Program and ensures coordination of Program with on-going routing and non-routing maintenance activities
- Coordinates with Office of Physical Improvements on technical assistance capabilities to provide expert advice and assistance to line management and maintenance personnel

Desired Background & Competencies

Education/Experience: Bachelor's Degree in Business Administration, Public Administration, Economics, or a related field; and a minimum of five (5) years of experience in a management capacity directly related to property management, construction, renovation or demolition of multi-family dwellings. Working knowledge of the Massachusetts Building Code is preferred. Must have valid Massachusetts driver's license and be insurable under CHA policies. An equivalent combination of education and experience may be considered.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency

and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; recognizes working colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates; demonstrates creativity in proposing and making changes within the Department or at the property level in order to address changes in the operating environment, property financing arrangements, or neighborhood or community issues.

Compensation

- \$104,000 to \$166,400 depending on experience
- Health (CHA pays 75% of premium)
- Dental (CHA pays 65% of premium)
- Basic Life Insurance and Accidental Death and Dismemberment Insurance, employee paid
- Long and Short Term Disability, employee paid
- Paid leave
- Parking provided or MBTA reimbursement up to \$150
- Tuition reimbursement program
- Retirement Benefits: SMART Plan, City of Cambridge Retirement System, which participates in State of Massachusetts system

To apply, please send a resume and cover letter by email to: [Human Capital Initiatives recruit@humancapitalinitiatives.com](mailto:HumanCapitalInitiativesRecruit@humancapitalinitiatives.com)

Please include the job title "Director of Property Management and Operations" in the subject line of your email. Do not contact the CHA directly regarding this position.

It is the policy of the Cambridge Housing Authority to give preference in employment to Section 3 - eligible individuals. **The Cambridge Housing Authority is an Equal Opportunity Affirmative Action employer.** Minorities, individuals with disabilities and others are encouraged to apply. TDD 1-800-545-1833, x 112

