

Position Title: VP, Operations (Affordable Housing)

Reports to: COO

Location: Minneapolis, MN

Position Summary

The successful candidate will oversee the operations of the Affordable Housing program. The ideal candidate will use a consultative and coaching approach, to establish and drive company performance to meet business plans, objectives, goals and strategies that are in keeping with overall Company's business priorities. The successful candidate will provide operational resources and single-family rental best practices to solve business problems, document action items to ensure accountability for platform performance. This position will work to drive transformation initiatives, fostering a culture of continuous improvement, and improving operational effectiveness and efficiencies

Key Responsibilities

- Oversee the activities of Field Operations. Manage, train and coach individual employees while guiding them to reach their potential and providing constructive feedback for employee development; review incoming candidate resumes, interviews, and strategically hires new team members based on staffing needs.
- Oversee the week-to-week operational performance of markets including customer service, construction events, move-in/move-out processes; pushes market performance through goal setting and supervisory coaching around metrics; analyses monthly financials and performance reports to increase profitability and adhere to company budgets.
- Develop, implement and track Key Performance Indicators (KPIs) for the burgeoning affordable housing portfolio, including Housing Choice Voucher homes.
- Approve and execute objectives for company-wide operational and financial performance.
- Communicate consistently up, down and across the company by routine engagements; ensure markets remain aware of broader industry and/or company initiatives; provide senior leadership and peers routine insight into market-by-market dynamics/environment.
- Assist in providing insight into markets and individual performance across the Company.
- Develop and implement "best in class" procedures, policies and practices, specifically in our affordable housing homes; facilitate the implementation of change across the organization ensuring high level of buy-in and execution; continually solicit and appropriately address 360' feedback for the betterment of The Company.
- Assist COO in developing long-term growth strategy for Operations and the Company.
- Execute the strategic vision for operations across all markets; drive the profitability and operational excellence of the Company by using leadership skills, industry expertise, market knowledge, and analysis to coach, mentor and hold accountable regional and leasing personnel for both individual and market performance.

Requirements:

- Experience must include business planning and budgeting, with direct responsibility for operational and financial results in the SFR or MFR industry.
- 5-7 years of single-family rental (preferred) or multifamily operations management experience.
- Background in affordable housing development, management and/or operations with specific knowledge of local, state and Federal housing and affordable housing programs. Experience setting

strategy and direct engagement with community stakeholders and best in class resident-facing housing policies.

- Demonstrated expertise in identifying areas for improvement and effectively implementing procedures and performance standards to increase efficiency.
- Ability to make presentations to groups of employees or customers to establish credibility quickly and effectively. Must be able to teach others to understand the financial impact of operational decisions and help to establish and implement performance measurements and procedures to reach goals.
- Consultative and coaching approach; tolerant of others' viewpoints. Ability to use persuasion and negotiation and other communication principles to influence results.
- Team Building culture connecting disparate functional directorates and geographically dispersed teams into cohesive and effective organization.
- Managed change to achieve effective implementation of new organization, policies, and procedures.
- Achieved professional and effective culture of accountability as "One Team".
- Achieved 96% occupancy and 45-day downtime as measured in KPI.
- Achieved 75% retention rate across company.
- Averaged fewer than 10% of homes remain on market longer than 30 days.
- Achieved 96% occupancy for CY.
- Facilitated a smooth transition and effective implementation of new software across operations.
- Has established performance management process and culture to optimize employee performance.
- Achieve target operating margin of 60%.
- 10 years of general management or leadership experience to include leading geographically dispersed teams.
- Real Estate license or Property Management Certification desired.
- Lean Six Sigma a plus.
- Strong computer skills. Ability to prepare well written proposals, procedures, evaluations and reports, as well as develop spreadsheets for management and analysis tools, and create presentations.
- Bachelor's degree in business or related field.
- MBA or advanced management degree preferred.

Leadership Capabilities

- High intellectual capacity and agility, as well as strong process, technology, operations and financial acumen
- A "data obsession" to decision making and experience leveraging vast amounts of data to recommend and defend strategies and execution plans.
- Results Oriented – track record of delivering quantifiable results to the organization (i.e. analyze opportunities/risks, develop and execute related action plans and deliver above target performance, highly organized and disciplined with a strong work ethic and utilization of KPIs and metrics.)
- Passionate for process excellence and unable to tolerate poor processes.
- Lateral leadership, effective at gaining high-performance from resources outside of direct control.
- Strong leader of people and ability to create followership. Role models EQ, a good listener and excellent motivator/people developer. An effective mentor and coach adept at identifying opportunities for team member professional development.
- Decision-maker who is responsive with engagement and process for action and results. A skillful negotiator with significant contractual experience.
- An effective and persuasive communicator with a variety of constituents – employees, partners, executives and investors.
- Strong operating mechanisms developed for leading large, diverse teams across multiple geographies