



The Community Builders, Inc.

Community Life Operations Manager (Family Sites) –Boston, MA

About The Community Builders, Inc.

The Community Builders, Inc. (TCB) is the leading nonprofit developer of mixed-income housing in the United States. Our mission is to build and sustain strong communities where people of all incomes can achieve their full potential. We realize our mission by developing, financing and operating high-quality housing and implementing neighborhood self-help initiatives to drive economic opportunity for our residents. Since 1964, we have constructed or preserved over 320 affordable and mixed-income housing developments and secured over \$2.5 billion in project financing from public and private sources. Today, we own or manage more than 10,000 apartments in 14 states and Washington, D.C. We are headquartered in Boston with regional hubs in Chicago and Washington.

About Community Life:

Community Life is TCB's place-based model that provides stable housing as a platform for residents and neighborhoods to achieve success. TCB communities are places of innovation that address some of the most significant challenges facing low-income populations. We engage residents in creating programs and build strategic partnerships with local stakeholders to create pathways to opportunities in four key practice areas: youth development, education, workforce development and asset building.

Position Description:

The Community Life Operations Manager is responsible for providing program design, development, and evaluation support, technical assistance and coaching for sites implementing the Community Life initiative – six sites as of May 2014 with the plan to grow to five additional sites by the end of 2014. This will include close collaboration with senior managers at each site and corporate staff from multiple departments. S/he will report to the Community Life Program Director and assist in developing, training, monitoring, and assessing implementation of the Community Life model. Current Community Life sites are all multi-family properties; however the growth will include a focus on sites with senior or elderly residents. The Community Life Operations Manager will work with each Community Life site to assess the status of onsite operations and programming; review and analyze data; conduct monthly and quarterly reviews of progress; provide written summaries and reports synthesizing findings; and assist with partnership development. S/he will identify cross-functional, strategic and operational solutions that enhance productivity, efficiency and ongoing growth of Community Life.

Essential Functions:

- Assist senior managers and staff members at six Community Life sites in assessing implementation of each site's Community Success Plan, a two-year strategy outlining how the site will achieve its goals, and associated work-plans, and revise the plan in response to baseline data collection findings.
- Provide technical assistance, coaching and training to site managers and team members to help them implement their Community Success Plan with a focus on supporting site leaders and staff to develop processes and workflow improvements.
- Monitor and support sites in their usage of Yardi and Efforts to Outcomes (ETO) databases in order to analyze data to develop appropriate strategies to achieve target goals.

- Support sites in developing budgets, financial monitoring, and contracts.
- Provide technical assistance with fund development activities including grant reporting, monitoring and prospecting.
- Lead efforts to create necessary systems and infrastructure to support site level implementation of Community Success Plans including the design and development of Standards of Practice that integrate relevant Property Management and Community Life functions and processes.
- Contribute knowledge of Property Management, Resident Services, and Quality Assurance to assist in coordinating Community Life efforts with other TCB departments (e.g., legal, development, asset management, etc.).
- Identify and pursue new opportunities with potential external partners (e.g., universities, other nonprofits and for-profits) whose expertise could contribute to Community Life.
- Write brief internal reports, summaries, and presentations that inform internal and external stakeholders regarding progress, lessons learned, and key issues pertinent for the fields of housing, youth development, education, workforce development, community engagement, health and wellness, etc..
- Synthesize lessons emerging from the current six Community Life sites to identify policy implications and to inform and help refine the Community Life business model.

Knowledge, Skills and Abilities:

- Ability to create systems and infrastructure in order to support cross-site programmatic initiatives.
- Experience creating toolkits and resource materials to guide site staff.
- Demonstrated ability to mentor, coach and partner with both site based Community Life and property management staff in order to motivate and energize them while implementing a multifaceted strategy that is being tested to refine the TCB model.
- Ability to analyze data to see trends and inform strategic decisions.
- Ability to build and maintain positive relationships with a wide variety of stakeholders, including but not limited to: senior staff, volunteers, interns, community partners, organization donors, media.
- Ability to understand and respect values, attitudes, and beliefs that differ across cultures and to respond appropriately to these differences with residents and staff and in planning, implementing, and evaluating programs and services.
- Entrepreneurial, creative with an interest in guiding an initiative through uncharted waters.
- Excellent communication, organization and writing skills.
- Ability to prioritize, multi-task, and be self-directed.
- Knowledge of Yardi, Property Management databases, Efforts to Outcomes (ETO) is a plus.
- Knowledge of Federal, State and Local Policies affecting Housing is a plus.
- Proficiency with MS Excel, PowerPoint, Word, Outlook and other computer programs, as required.

Education & Experience:

College degree preferred. 5 years of experience in Property Management, and/or Resident Services at a multifamily or senior/elder site or experience as a program administrator or case manager in the fields of healthcare, education, social services, etc.

Experience working with children, youth, and/or families in a housing, education, youth development, human service, or related context.

Relevant experience may be substituted for preferred educational qualifications.

The Community Builders, Inc. is committed to ensuring diversity in its workplace, and candidates from diverse backgrounds are strongly encouraged to apply.

Resumes and Cover Letters must be submitted for consideration

Apply Here: <https://home.eease.adp.com/recruit/?id=13084671>