

## Director of Operations

Broadway Housing Communities (BHC), a non-profit agency with a 40+ year track record in sponsoring innovative affordable and supportive housing, integrating community-based educational and cultural arts programs, seeks an experienced, dedicated professional for the position of Director of Operations. The ideal candidate will be a dynamic leader who will manage all repairs, capital improvements, facilities, custodial management, and IT with respect to BHC's residential and program facilities.

BHC has developed over 400 units among seven residential projects targeting formerly homeless and low-income children, families and individuals in the communities of Washington Heights and Harlem. These properties include large gut rehabs, several 1920's walk-ups providing single room occupancy units, and a landmarked mansion. Our seventh property, known as the Sugar Hill Project, is a 191,000 square foot multipurpose building providing 124 apartments, an early childhood center, a 17,000 square foot Children's Museum, rental space and underground parking. Review our website at [www.bhc.org](http://www.bhc.org) for more information.

Reporting to the Executive Director, the Director of Operations will maintain a high standard of housing quality and ensure regulatory compliance of all BHC's facilities. The position involves oversight for all buildings and improvements, grounds and plantings, utilities, mechanical/electrical systems, equipment and construction projects, development and monitoring of departmental budgets, and oversight of external vendors and requires a commitment to improving energy efficiency and environmental performance of BHC's buildings to reduce cost, improve human health and reduce the negative impacts of climate change. The Director of Operations will be responsible for the oversight and supervision of all facilities personnel, including union and non-union maintenance and janitorial staff, live-in superintendents and maintenance supervisors. The Director of Operations will also oversee BHC's IT infrastructure in coordination with BHC's IT Vendor

### Responsibilities include:

- Monitor the day-to-day performance of the facilities department and all building conditions.
- Coordinate with administrative staff and program departments to ensure that office and program spaces are always safe, clean, accessible and maintained at the highest quality.
- Review, update, and propose quality preventive maintenance and repair standards, policies and procedures.

- Plan, develop and prioritize projects and weekly work plans, ensure that materials are ordered, projects are designed and planned, and funds are available.
- Oversee procurement of materials/equipment as required to facilitate accomplishment of assigned work.
- Negotiate and monitor contracts for all vendors, subcontractors and service agreements, including solicitation of bids for major repairs, capital improvements and contracts.
- Respond to tenant complaints regarding repairs and dwelling- related issues.
- Work closely with BHC's rental and service teams to ensure compliance with HPD and Section 8 inspections; efficient turnover of vacant apartments and coordination of move ins and move outs.
- Create, implement and maintain departmental and capital improvement budgets, ensure compliance with budgetary constraints and forecast and plan facility and IT improvements.
- Recruit, hire, train, schedule, supervise and evaluate staff.
- Conduct regular inspections and site visits to all facilities including fire systems, alarm systems, HVAC units, elevators, boilers, IT networks, telecommunication hardware, and security systems etc.
- Respond to emergencies as required.
- Ensure compliance with all applicable building and safety codes, hazardous waste disposal, OSHA, FDNY, Department of Health, HPD and Section 8.
- On 24-hour emergency call.

### **Education, Skills and Abilities:**

- The successful candidate will have a BA in engineering, construction management or related field and seven+ years' experience in building management, preferably multi-family residential buildings.
- Technical knowledge and skills in working with air conditioning and heating systems, a strong knowledge of building systems, NYC building codes and regulatory requirements, safety principles and practices.
- Knowledge of IT systems and networks.
- Excellent budgeting and financial administration skills.
- Familiarity with low income housing, Section 8 and working with HPD and other regulatory agencies, preferred.
- Excellent supervisory and leadership skills and excellent verbal and written communication skills to deal with tenants, employees at all levels and be able to present operational information to upper management.



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- Excellent organizational skills.
- Flexibility and ability to cope with several tasks simultaneously.
- Comfortable working with a diverse staff and tenant population.

Salary commensurate with experience - the salary range for this position is \$120,000-\$140,000. We offer a comprehensive benefits package, including health, dental, 403 (b) plans, life insurance and disability coverage.

Send cover letter, salary requirements and resume to [resumes@bhc.org](mailto:resumes@bhc.org) with subject line Director of Operations. Please no telephone calls -- we will respond to those candidates whose qualifications are best aligned with the components of this job description.

BHC and the Sugar Hill Children's Museum of Art & Storytelling are Equal Opportunity Employers.