

REEP Residential

Director of Operations & Capital Projects – Job Description

Location: Executive / Portfolio-Based

Job Type: Full-Time

FLSA Status: Exempt (Salaried)

Reports To: President / Ownership

Position Summary

The Director of Operations & Capital Projects provides executive-level leadership and strategic oversight for REEP Residential's operational performance and capital improvement initiatives. This role is responsible for driving portfolio-wide financial performance, operational excellence, asset preservation, and long-term value creation. The Director oversees Regional Vice Presidents and operational leadership to ensure alignment with ownership objectives and company growth strategy.

Enterprise Accountability

- Ultimately accountable for portfolio-wide NOI growth and long-term asset value creation.
- Responsible for enterprise operational strategy and execution across all markets.
- Ensure capital deployment effectiveness and measurable ROI outcomes.

Executive Operational Leadership

- Provide strategic direction for all operational functions across the portfolio.
- Drive portfolio-wide performance including occupancy optimization, revenue growth, and expense control.
- Establish and enforce operational standards, policies, and performance benchmarks.
- Lead company-wide initiatives focused on scalability, efficiency, and profitability.

Acquisition & Due Diligence Oversight

- Lead operational due diligence for acquisitions and dispositions.
- Evaluate underwriting assumptions and operational feasibility.
- Develop and oversee 90-day post-acquisition stabilization plans.
- Partner with ownership on growth and expansion strategy execution.

Capital Projects & Asset Management

- Oversee capital improvement planning and execution across the portfolio.
- Evaluate renovation and repositioning strategies to maximize ROI and asset value.
- Monitor project budgets, timelines, and performance outcomes.

Financial Strategy & Governance

- Approve annual budgets, forecasts, and financial targets.
- Review portfolio-level financial performance and implement corrective strategies.
- Ensure disciplined financial controls and governance standards.

Leadership & Organizational Development

- Directly supervise Regional Vice Presidents and executive operational leaders.
- Drive succession planning and executive talent development initiatives.
- Provide executive oversight on high-level hiring and restructuring decisions.

Executive Performance Expectations (KPIs)

- Achieve targeted portfolio occupancy and revenue growth objectives.
- Maintain delinquency within established company thresholds.
- Deliver capital projects on time and within approved budgets.
- Improve operational efficiency and expense control year-over-year.
- Develop leadership bench strength and succession readiness across regions.

Risk Management & Compliance

- Ensure compliance with regulatory requirements and company policies.
- Oversee audit readiness and enterprise-level risk mitigation strategies.
- Identify and mitigate operational, financial, and reputational risks.

Core Qualifications

Education: Bachelor's degree required; MBA or advanced degree preferred.

Experience: 15+ years of multifamily property management experience with executive-level leadership required.

Key Competencies

- Executive strategic leadership
- Advanced portfolio financial management
- Capital planning and asset optimization
- Organizational development and succession planning
- High-level decision-making and governance

Physical Requirements

- Frequent travel between markets and capital project sites.
 - Extended periods reviewing reports and working on a computer.
 - Ability to walk properties including stairs and multi-level buildings.
 - Occasionally lift and/or move up to 25 pounds.
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Employment At-Will: Employment with REEP Residential is at-will. This means that either the employee or the Company may terminate the employment relationship at any time, with or without notice, and with or without cause, subject to applicable law. Nothing in this job description or any other company document shall be interpreted as creating a contract of employment or altering the at-will employment relationship.

REEP Residential is an Equal Opportunity Employer. This job description is not intended to be an exhaustive list of duties and responsibilities. Management reserves the right to modify responsibilities as needed.