



A Workforce Housing Group Company

Director of Strategy and Operations Job Description

10/8/2021

Company Overview

MHR Management, Inc. is a property management firm, founded in 1992, with expertise in managing affordable housing in the New York metropolitan area. MHR takes a people-first approach in ensuring that affordable housing residents can thrive in properties that are well-maintained and financially sound. We manage over 1,400 apartments in the Bronx, Brooklyn, Queens, and Westchester, and we focus on transforming distressed multi-family buildings into stable affordable housing resources through long-term, sustained attention to people and the complex conditions affecting their homes.

Position Description

MHR Management is seeking an energetic and analytical Director of Strategy and Operations. This is a key leadership position, reporting directly to the President. The goal of this position is to help our on-the-ground teams (Maintenance, Leasing, Compliance, Legal, Asset Management, HR, and Accounting) work in concert by orchestrating strategy and operations in areas that we consider to be the “connective tissue” of the organization.

The scope of this mandate is broad, and you will move between multiple realms—from listening to building staff’s experience to drive policy changes, and from understanding the concerns of oversight agencies to improve our processes. You will be able translate pain points into actionable plans, and turn actionable plans into sustained, transformative change. You can connect with and build rapport with front-line staff while also maintaining a bird’s eye view of operations to diagnose and solve for problems.

Your creative and analytical work will be grounded in the following central, ongoing questions:

1. Looking ahead, what are the highest-value initiatives that the company can proactively implement to meet the needs of our residents and other stakeholders in a changing environment, and how will you execute your vision?
2. Looking at the status quo, how can you leverage your creative problem solving to alleviate high-friction pain points within the company, and how can you work within the available resources to implement sustained change?

You will oversee a project manager and HR staff member, work closely with the President and Asset Manager on identifying strategic operational priorities, and interface with staff across the organization to learn the business and drive change.

This position is full-time, exempt and will require significant time in-person at MHR's offices.

Essential Functions

You will own end-to-end operations for MHR's HR, customer service, compliance, internal and external communications, and IT and business applications functions, with a focus on the following:

1. Develop & execute broad HR strategy, functions, and process improvements
2. Improve customer/resident journey seeking services in our central and satellite locations
3. Improve workflows and processes to support MHR's compliance obligations across lines of business (compliance for leasing, affordability programs, labor/HR, financial, etc.)
4. Oversee IT & business application optimization and implement workflows that better integrate and make use of available technologies/platforms
5. Monitor and interpret regulatory frameworks, and liaise with hired counsel, to minimize/manage risk in such areas as: employment law, rent stabilization laws, affordable housing program rules, local laws and executive orders, etc.
6. Assess and build solutions to smooth out internal operations and communication across employee differences in location, tech savviness, and nature of work (from building staff in Far Rockaway to corporate staff working remotely)

In the course of this work, your responsibilities will also include, but are not limited to:

- Developing proficiency with all B2B IT and business applications (e.g. Yardi Voyager, Asana, Zego, Zoom voice & meetings, etc.) to manage and serve as point of contact for contracts, rollouts, broad tech support, and working with vendors to optimize/customize available features to increase organizational effectiveness
- Owning broad HR functions such as recruiting new talent, implementing new systems of accountability for existing staff, writing HR documents and staff communications, overseeing compliance with applicable HR and employment laws, and providing leadership and management coaching to supervisors to effectively manage their staff
- Directing multiple functional teams (e.g. project management, HR, compliance, customer service, etc.) during implementation and monitoring of new initiatives/process changes
- Monitoring, researching, and interpreting complex legal and regulatory documents across multiple areas (e.g. employment law, rent stabilization laws, affordable housing program rules, local laws and executive orders, contracts, etc.) to minimize/manage operational risk and inform decision-making across the organization
- Crafting effective communication strategies and tools (including written documents, presentations, spreadsheets, and virtual and in-person events/meetings) to help employees understand company priorities and timelines, and help them adapt to necessary changes in processes and organizational structure
- Streamlining external communications and other document templates that directly improve the customer/resident journey or relationships with other key stakeholders
- Developing KPIs to regularly assess performance on key aspects of serving residents, including repairs and leasing/occupancy issues

- Working closely with senior leadership, project management and asset management staff to analyze high-value areas of improvement and set monthly, quarterly, and annual priorities / KPIs
- Delivering expertise to a variety of projects including organization and systems assessment, organization design, change and transition management, and culture transformation across diverse lines of business
- Continually developing and applying broad organizational knowledge to address business and organizational challenges by recognizing patterns through an enterprise and systems-thinking mindset
- Occasional travel to satellite offices and buildings sites will be required
- Other special projects as needed

Qualifications

- Minimum 7 years of experience in leading Operations and/or HR strategy in a customer-centric business, ideally for an organization with multiple locations in New York City and/or in a start-up environment
- Minimum 3 years leadership experience of providing guidance to staff professionals
- Demonstrated diagnostic and analytical skills to recommend feasible solutions
- Ability to gain credibility and influence among a broad cross-section of staff to enroll them in organizational changes
- Demonstrated project management, organizational skills, and confidentiality with sensitive information
- Demonstrated ability to work with ambiguity and agility in a rapidly changing environment
- Demonstrated business acumen, and ability to stay abreast of industry and organizational knowledge
- Ability to interact with multiple stakeholders simultaneously within a wide range of professional experiences and manage priorities with competing demands
- Ability to build relationships with teams across units and geographies, adjusting style where appropriate
- Ability to work in a predominantly self-directed manner
- Bachelor's degree, or equivalent experience in Operations or high-level HR roles

Compensation: Salary commensurate with experience. MHR's current benefits package includes health, dental and vision insurance paid by the employer, 401(k) plan, and generous paid time off.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands: While performing the duties of this job, the employee is frequently required to: sit, bend, traverse, reach with hands and arms, walk, climb stairs, talk, hear, see, and use a computer for

extended periods; routinely use standard office equipment; occasionally push and pull items weighing 15 pounds or less; follow written and oral instructions and procedures

Work environment: Predominantly office environment unless traveling to building sites. The noise level in the office environment is usually minimal but may increase depending on activity levels in the office.

To Apply: Email your resume and cover letter to gmb@workforcehousinggroup.com with the job title in the subject line.

Note: While the above information is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned. It does not limit the assignment of related duties not mentioned.

MHR Management, Inc. is an equal opportunity employer.