

The **Vice President of Real Estate Operations** is a Senior leader responsible for the stewardship of the Volunteers of America National Services housing and other real estate assets and resident services programs, including strategic positioning, effective management and operation, capital investment strategy, asset management and development of appropriate service programs.

Location: 1660 Duke Street, Alexandria, VA 22314

Schedule: Monday-Friday 8:00 AM-5:00 PM (3 Days onsite, 2 work from home)

Salary: \$190,000-\$235,000 (Salary is negotiable based on years of experience)

VP of Real Estate Operations Job Highlights:

- *Medical, Dental and Vision insurance*
- *Health Savings Account (HSA)*
- *Flexible Saving Account (FSA)*
- *403(b) - with discretionary contribution*
- *Paid Vacation/Sick Time*
- NetSpend – Get paid early: Tap into 50% of your earnings before payday

About the Job: The position works in close collaboration with members of the VOANS Senior Leadership Team to plan and carry out new real estate development projects and otherwise support the implementation of the VOANS Strategic Plan.

Essentials:

- Provides leadership and direct guidance to National Housing Corporation (NHC) 1 (property management), Asset Management, Housing Quality and Training, and Resident Services senior leaders to ensure operations are executed in accordance with all applicable legal and policy requirements.
- Cultivates and maintains strong relationships with Volunteers of America, Inc. (VOA) Affiliates and provides clear and timely communications regarding asset and property management matters.
- Participates in standing meetings with the Senior Vice President of Housing to discuss issues and provides weekly status update reports.
- Drafts documents and presents Housing Operations updates and authorization requests to the VOANS Board of Directors and Board Committees.
- Develops and implements an effective structure for portfolio-wide quarterly asset management reporting on the financial, operational, and compliance performance benchmarks for existing properties.
- Develops and implements an agency "Watchlist" for underperforming properties and ensures corrective action plans are implemented and enforced.

- Ensures there are documented policies and procedures for all major Housing Operations functions and a plan for updating and revising as needed.
- Ensures management plans are developed and implemented for existing properties managed by NHC; monitors monthly financial and operational performance and ongoing compliance with local, state, federal, lender/investor, LIHTC, and HUD requirements.
- Coordinates closely with the Vice President of Real Estate Development to promote effective communication and collaboration between the development, asset management, and property management teams on all real estate transactions.
- Coordinates closely with Senior Vice President of Housing, , Senior Vice President of Healthcare, VP for Real Estate Development, and VOANS Senior Leadership Team on planning and development of new real estate projects.
- Coordinates with the Vice President of Housing Finance on the disposition of properties, resolution of property financial issues, annual surplus cash calculations, audits/tax returns, owners' advances, etc.
- Solicits feedback from the Senior Leadership Team to identify gaps in real estate and customer service performance; propose and oversee implementation of corrective action plans including mechanism to evaluate progress and ensures that lessons learned are incorporated into future strategies.
- Leads and participates in internal and external meetings including with staff, regulatory agencies, elected officials, residents, staff and other key stakeholders.
- Seeks and develops opportunities to enhance service enriched housing offerings in housing portfolio.
- Builds strong, collaborative internal and external relationships at all levels of the organization.
- Provides leadership for service coordination to ensure it is a leading approach to impact resident health, satisfaction and other outcomes.
- As requested, serve as a Board Member or Officer of VOANS and/or its subsidiary organizations reviewing and executing contracts and documents as needed in accordance with policies and procedures.
- Assists in development of the acquisition and disposition of properties in accordance with strategic initiatives.
- Supervises and manage staff in accordance with organization policies and procedures.
- Provides strategic vision for enhancement and financial success of the VOANS real estate portfolio.
- Participates in meetings with contractors, potential funders or other external organization functions related to VOANS housing and real estate operations

Required Qualifications:

- Bachelor's degree in Finance, Accounting, Public Administration, Business Administration, Business Management, or similar fields is required. A graduate degree in a related field such as Master of Business Administration or Master of Public Administrations is preferred.
- Industry certifications/designations such as Certified Property Manager (CPM), Housing Credit Certified Professional (HCCP), and Certified Manager of Housing (CMH) are a plus.
- Ten (10) to fifteen (15) years in mid-high level senior leadership roles with experience in real estate operations, asset management, property management, and resident services in the affordable housing field.
- Demonstrated experience in successfully managing affordable housing developments with multiple housing programs such as HUD (Section 8 – Project Based Rental Assistance (PBRA), Project Based Vouchers (PBV), Public Housing (PH), USDA Rural Development, and Low Income Housing Tax Credits (LIHTC) serving low income populations.
- Demonstrated experience in managing and turning around underperforming properties to achieve financial stability and operational efficiency.
- Successful, demonstrated experience managing large teams that include property management, asset management, resident services and/or other related areas.
- Ability to work flexible hours. Ability to travel is required.

Please apply directly using this link:

<https://recruiting.ultipro.com/VOL1002VANS/JobBoard/04944ae5-9664-44e6-b9ee-572ba28e4da8/Opportunity/OpportunityDetail?opportunityId=77e4be8e-36f2-47db-9a14-5eb0531a673e>

At VOANS, we celebrate sharing, encouraging and embracing diversity. Equal employment opportunities are available to all without regard to race, color, religion, sex, pregnancy, national origin, age, physical and mental disability, marital status, parental status, sexual orientation, gender identity, gender expression, genetic information, military and veteran status, and any other characteristic protected by applicable law. We believe that blending individual strengths and unique personal differences nurtures and supports our organizations' shared commitment to our mission and creates an inclusive and diverse environment where everyone feels valued and has the opportunity to do their personal best.