Real Estate Operations and Systems Analyst

ORGANIZATIONAL BACKGROUND

National Housing Trust (NHT) has been dedicated to creating and preserving affordable housing for almost 40 years. Our mission is to create and preserve affordable homes to provide opportunity, advance racial equity, reduce economic disparities, and strengthen community resilience through our integrated policy-plus-practice approach. We build, preserve, and finance affordable housing and use that expertise to inform and advance resident-focused solutions to strengthen the broader affordable housing industry.

NHT has a staff of 50+ across five program areas: Policy, Lending, Real Estate Development, Community Outreach and Impact, and Energy Solutions. Our hallmark is our cross-functional, integrated approach to innovating, demonstrating, and amplifying solutions to the affordable housing crisis in the U.S.

NHT Communities is the general partner or sole owner of over 30 housing communities. The Asset Management department within NHT Communities is responsible for the oversight of the housing portfolio.

POSITION

Reporting to the Managing Director of Real Estate, the R**eal Estate Operations & Systems Analyst** supports the effectiveness of NHT's Real Estate team by managing key systems, strengthening processes, and ensuring accurate and timely portfolio data and reporting.

The Analyst will serve as a primary administrator and internal resource for key real estate systems, including MRI and Smartsheet, and will work across Asset Management, Real Estate Development, Finance, and other teams to improve data quality, reporting, compliance tracking, and business processes. The position will also support the development and implementation of tools and processes that strengthen portfolio oversight and team operations.

The Analyst works alongside the Asset Management Operations Associate. The Associate obtains and organizes source information and coordinates follow-up; the Analyst manages the systems, data checks, and reporting tools that use that information.

This position is DC-based and qualifies for a hybrid schedule, working at NHT's office at least Tuesdays and Thursdays.

RESPONSIBILITIES

Systems and Process Administration

- Act as an administrator to the project management software (Smartsheets) utilized by the team. Responsibilities include managing fields and objects, overseeing data integrity, conducting training, maintaining dashboards and reports, and updating the user guide.
- The Administrator works closely with the Managing Director of Real Estate to drive implementation of the software across the real estate team
- Act as administrator and internal expert for asset management software, MRI. Administrator duties include completing the migration of portfolio data to MRI, managing relationship with vendor and requests for further buildings.
- Develop and maintain policies and processes that ensure data is timely captured in MRI. Work with the real estate and finance teams to identify reporting needs and develop and execute reports

- Make recommendations for and support development and implementation of new systems, tools and processes for real estate teams

Data Collection and Analysis

- Coordinate with Asset Management and Real Estate Development staff and outside contractors to collect, clean and submit Building Energy Performance (utility) data for purposes of DC Building Energy Performance and the Better Climate Challenge reporting
- Collect monthly occupancy data from properties and produce tracker for use by asset management team. Coordinate with Real Estate Associate to follow up with property managers on open submissions
- Coordinate with asset
- management team and real estate associate to update property watchlist and additional key performance indicators monthly using data collected through MRI and others sources.
- Ensure portfolio data is appropriately maintained and support the migration of relevant recurring reporting into MRI where appropriate.
- Coordinate quarterly with asset managers and real estate associate to update the real estate owned (REO) schedule.
- Respond to internal and external requests for data about portfolio and resident demographics in connection with grant opportunities, policy advocacy and business needs
- Coordinate with Community Impact team on annual development and collection of resident satisfaction survey

Compliance Data and Process Oversight

- **Portfolio Compliance Management:** Build and maintain portfolio compliance database(s), ensuring that data collected meets requirements stipulated in loan and investor agreements, coordinating with asset managers and development and finance teams as needed.
- DUNS and SAMS systems keeping registrations current and ensuring that relevant training and compliance requirements and met. Coordinate with secondary contacts on finance team.

DOES THIS SOUND LIKE YOU?

This is an extraordinary opportunity for a committed, detail-oriented professional who enjoys using systems, data, and process improvement to strengthen the work of a mission-driven organization.

- Bachelor's degree in a relevant field (e.g., Finance, Accounting, Real Estate Development, Data Analytics), or an equivalent combination of education and experience.
- At least three years of relevant experience, ideally in multi-family asset management, property management, affordable housing, real estate finance, or data analytics.
- Commitment to NHT's mission, including a deep dedication to assisting low-income families create and access opportunities to thrive.
- Affordable housing experience, including HUD, LIHTC, Section 8, or PRAC programs, is a plus.

- Ability to integrate, clean, validate, and analyze data from multiple systems; experience with MRI and Smartsheets software preferred.
- Strong skills in Excel
- Detail oriented systems/process thinker who can co-create and implement detailed steps of a project plan
- Excellent interpersonal, organizational, and communications skills,
- Ability to work with time-sensitive material and meet multiple deadlines.
- High attention to detail and effective prioritization skills.
- Good communication skills and ability to work independently.

COMPENSATION

Salary and benefits are competitive and commensurate with experience. The salary range for this position is $75,000.00 - $90,000.00.

For further details on the benefits available, please refer to, NHT's Summary of Benefits.

APPLICATION

https://nhtinc.bamboohr.com/careers/132