



Homes and Community Renewal

Job Opportunities at New York State Homes and Community Renewal

Build a career while building a better community. Rewarding careers in Public Service start here!

DIRECTOR OF OPERATIONS – STATEWIDE ASSET MANAGEMENT UNIT

New York, NY

Possible Hybrid Workplace Opportunity

New York State Homes and Community Renewal (HCR) is the State’s affordable housing agency, with a mission to build, preserve, and protect affordable housing and increase homeownership throughout New York State.

A Civil Service exam is not required for this position. Candidates must meet the minimum qualifications outlined below to be considered.

NYS Homes and Community Renewal (HCR) is committed to fostering a culture of diversity, equity, inclusion, and accessibility. Our work would not be possible without the diverse backgrounds, experiences, ideas, and abilities of our employees. HCR is committed to developing a workforce which represents the diverse population of New York State. In pursuit of those principles, HCR has established a DEIA Committee, created a 5-year DEIA strategy plan, and developed a strategic plan to address Governor Hochul’s Executive Order 31. HCR embraces a diverse and inclusive work environment by encouraging all individuals, including all people with disabilities, to apply to open positions at the agency.

The Office of Housing Preservation manages HCR programs that maintain and enhance the state’s portfolio of existing affordable housing. We enforce the Rent Laws in New York State for over 900,000 housing units, while providing federal and state rental assistance to assist more than 45,000 families across the state. We also monitor 130,000 low-income housing units financed with federal and state resources and provide grant funding to help homeowners and tenants save energy.

The Statewide Asset Management Unit (SAMU) is responsible for the asset management and compliance monitoring of the Agency’s existing housing loan portfolio. This portfolio has been financed under various loan and subsidy programs under Federal and State housing programs including the Low-Income Housing Tax Credit; Housing Trust Fund; HOME, RAD, Mitchell-Lama, and various other State housing programs.

The primary purpose of the Director of Operations is to support the SVP of Statewide Asset Management in matters that cross the three units that comprise SAMU - Asset Management, Financial Operations, and Strategic Preservation Initiatives - and ensure alignment and assist with coordination of these units.



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DUTIES AND RESPONSIBILITIES:

The primary functions of the position include:

- Support the Senior Vice President of Statewide Asset Management (in addition to the Vice President of Asset Management) in executing initiatives that require the participation of multiple units within SAMU and across the agency. Assist in the design and implementation of systems, procedures and policies that involve the following:
 - analyzing and identifying operational trends and portfolio performance statistics through data collected internally and externally;
 - addressing deficiencies in ensuring regulatory or statutory compliance;
 - aligning of inconsistent policies across SAMU's portfolio;
 - streamlining of program-area operations; and
 - reorganizing processes to increase efficiency and reduce barriers.
- Oversee strategic initiatives to ensure consistency between SAMU's practices, public policy initiatives and legislative agendas;
- Assist with the successful completion of the strategic objectives of each of SAMU's units as described in its annual strategic plans, and evaluate the programmatic and practical impacts of substitute approaches;
- Serve as SAMU's lead to other parts of agency on inter-departmental policy priorities including agency departmental bills, State of the State proposals, initiatives to address preservation issues in the portfolio, and other issues that may arise;
- Coordinate responses to incoming inquiries from HCR's Intergovernmental unit and Public Information Office;
- Manage oversight of the Agency's marketing and tenant selection staff, and development and deployment of the agency's in-development marketing portal, New York Housing Search;
- Lead and coordinate responses to time-sensitive matters that impact the portfolio, such as those caused by major system failures and natural disasters;
- Track all Human Resources actions and work with HR on approvals for new hires and backfills, and assist with continuing efforts to establish parity within and across SAMU departments;
- Support the SVP in the fulfillment of SAMU-wide goals and initiatives that contribute to agency-wide goals.



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QUALIFICATIONS:

- Requires a minimum of 10 plus years' experience in affordable housing industry.
- Bachelor's degree in Management, Administration, Science, or Liberal Arts required; Master's degree preferred with relevant project management experience in the affordable housing field.
- Proven ability to assume a strong leadership and management role.
- Proven capability to facilitate an integration of established but differing business units, protocols, and policies.
- Strong knowledge of government housing programs (Housing Tax Credit, Mitchell-Lama, PBV Section 8, Enhanced Vouchers, Inclusionary Housing, HOME, RAD conversions, etc.)
- Proficiency in Microsoft Office applications, e.g., Excel, Word, Access and other computer platforms.
- Excellent oral and written communication skills.
- Detail oriented, proven training capabilities, strong mentoring, and analytical abilities a must.
- Ability to work independently and achieve firm deadlines due to time constraints associated with job functions.

This job description is not intended to be all inclusive and employee will be expected to perform other reasonably related duties as assigned.

What we offer at NYSHCR:

- Extensive benefits package including paid leave, including excellent health, dental, vision and [retirement benefits](#) with the New York State & Local Employees' Retirement System.
- Promotional opportunity for dedicated professionals
- Work life balance benefits including a 37.5 hour work week and paid time off benefits including, vacation, sick, personal days, and Federal Holidays
- Opportunity for compressed scheduling
- 12 weeks of Paid Parental Leave
- Paid Family Leave
- Opportunity for compressed/flextime scheduling

Additional SONYMA/HFA/AHC Benefits:

- Cash in for Wellness! This program provides you with the option of buying or renewing a health club membership of your choice or enrolling in a weight loss and or smoking cessation program, using your sick leave accruals.
- Tuition reimbursement program – for job related and non-job related courses
- Vacation Leave Buy-Back program – Subject to approval, every year eligible employees may exchange previously earned and accrued vacation time in return for cash compensation (at employee's daily rate of pay at time of exchange)



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- Access to Plum Benefits – savings on movie tickets, theme parks, hotels, tours, Broadway shows and more!
- Optical reimbursement program – Employees are eligible for optical, hearing aid, and podiatric expenses not otherwise covered by insurance, with a maximum aggregate amount of \$650 per year, per family. Unused yearly balances may be carried over to the next year for a maximum of \$1300

About New York State Homes and Community Renewal:

Under the leadership of Governor Kathy Hochul and Commissioner RuthAnne Visnauskas, **HCR** is a vibrant, innovative agency that integrates and leverages New York State's housing resources. We have offices in New York City, Albany, Buffalo and Syracuse, and employ a diverse workforce of professionals who are hard-working and committed to serving low and moderate income families. Our mission is far reaching, encompassing single and multifamily housing finance, home improvement, rent regulation, housing subsidies, and community development. We partner regularly with a variety of public and private stakeholders.

Achieving this mission requires a wide range of skills and backgrounds in public policy, administration, real estate, construction, finance, law, and many other areas of expertise. We seek to provide a workplace environment that is productive, flexible, accountable, ethical, and caring. Our employees are empowered to make a difference where they live and work. We offer competitive pay and a comprehensive benefits package, including paid leave, health, dental, vision, retirement, and family-friendly policies.

*All internal SONYMA/HFA/AHC employees(only) are directed to apply via
internalcandidates@hcr.ny.gov*

Please Include your name in the subject line

[TO APPLY, CLICK HERE.](#)

Applicants must include resume and cover letter

New York State is an Equal Opportunity Employer
(EOE)