

JOB TITLE: Housing Operations Manager
ENTITY: National Housing Corporation
DEPARTMENT: Housing
REPORTS TO: Director of Housing Operations
EFFECTIVE DATE: February 2023
FLSA CLASS: Exempt

JOB SUMMARY

Supports the mission, values and vision of Alpha Chi Omega Fraternity and the National Housing Corporation. Fosters a high-quality membership experience by ensuring assigned NHC facilities are well maintained, competitive and safe. Provides critical oversight of the day-to-day management, programming and operations of assigned NHC facilities. Maintains productive and appropriate relationships with facility staff and vendors, chapter leadership and host institution contacts.

ESSENTIAL FUNCTIONS AND REQUIREMENTS

FUNCTION	REQUIREMENTS
<p>Facility Operations Management & Oversight</p>	<ul style="list-style-type: none"> • Ensures assigned facilities are safe, secure and competitive to support the purpose of the National Housing Corporation • Oversees the coordination of repair and renovation projects of assigned facilities; reviews and executes service and vendor agreements per department policy • Coordinates and collects desired capital improvements and necessary maintenance as part of the annual budgeting and prioritization processes; shepherds communication and status with chapter and alumnae • Assists in the development and review of short-term and long-term project plans for assigned NHC facilities

<p>Facility Operations Management & Oversight</p>	<ul style="list-style-type: none"> • Liaises with internal and external constituencies, facilitating questions and answers and elevating concerns • Collaborates and communicates regularly with third-party partners related to facility needs • Monitors activities, deliverables, and trending data; generates meaningful analyses and reports • Ensures that document retention and storage protocols are adhered to and manages information repository • Travels to Alpha Chi Omega facilities as needed as a representative of the National Housing Corporation <ul style="list-style-type: none"> ○ Utilizes time spent onsite to build and enhance relationships, relay relevant policy information to ensure best practices are met ○ Assesses physical facility and daily housing operations; completes all visits reports per department policy • Responds to emergency situations in accordance with policies and procedures; conducts required action items and necessary follow up in a timely manner • Provides prompt professional support to VP facility operations, facility advisors, and other Fraternity volunteers in matters related to assigned facilities
<p>Fiscal Responsibility</p>	<ul style="list-style-type: none"> • As a member of the Housing team, champions the cost-effective management of assets and resources through planning, development, organization and evaluation of NHC properties fiscal performance • Manages invoice review and approval process as assigned • Establish the annual budgets and leases for assigned facilities; upon approval, execute as needed • Monitor assigned facilities budget and ensure spending compliance • Escalates concerns and approves expenditures per level authorized

	<ul style="list-style-type: none"> • Develops and implements facility financial education as requested
<p>National Housing Corporation Operations</p>	<ul style="list-style-type: none"> • Leads special projects and initiatives as assigned to support the continued growth and development of the National Housing Corporation • Represents Alpha Chi Omega at appropriate industry and trade groups and events • Embraces technological innovations and seeks ways to improve performance and productivity • Fully supports organization’s functional structure and leadership, actively engaged with the strategic efforts of other internal departments when assigned • Attends meetings of the Board of Directors of the National Housing Corporation and such other meetings as requested • Assist with necessary facility training development and execution
<p>Fraternity and University Relations</p>	<ul style="list-style-type: none"> • Ensures consistent and open communication regarding all housing issues impacting chapter health, on-campus initiatives and opportunities, in partnership with applicable staff departments • Serves as liaison between host institution housing and residence life offices and the NHC • Develops and implements resources, trainings and other content as requested
<p>Team Integration and Dynamic</p>	<ul style="list-style-type: none"> • Serves as a dynamic member of the staff team, actively collaborating with others to advance the mission of the NHC • Works through interpersonal conflicts to ensure problems are addressed and relationships are strengthened • Monitors, shares and participates in discussions around trends, innovations and developments in campus and Greek housing initiatives • Participates in team meetings and trainings as requested

<p>Other</p>	<ul style="list-style-type: none"> • Performs other special assignments and responsibilities as assigned • Communicates, through the appropriate channels, any observations of noncompliance with policies or illegal actions that place personnel and the organization at risk • Performs, with care, any control-related activities required as a function of the position • Specific job responsibilities and projects will be assigned and directed by leadership
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CONTACTS

This position has regular contact with all levels of staff, operational volunteers and elected leadership and boards, host institutions, and third-party partners and vendors. This position reports to the Director of Housing Operations.

KNOWLEDGE, SKILLS AND ABILITIES

Qualifications Required:

- Minimum of two years of experience working with Greek-letter organizations and/or housing management/operations
- Experience with multi-site entities and working with remote/offsite employees and volunteers
- Strong service orientation, outstanding professionalism, and superior problem-solving skills
- Strong sense of discretion and demonstration of honesty
- Excellent organization skills, self-discipline, attention to detail and communication skills
- Works with a sense of urgency, is able to manage multiple initiatives simultaneously in a rapidly changing environment
- Advanced computer skills and proficiency with Microsoft Office products; technical aptitude to learn internal systems and required packages
- Membership in a Greek-letter organization preferred
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EDUCATION

Bachelor’s degree required

WORKING CONDITIONS

The working conditions and physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

Required 40 hours per week. Office hours are 8:30 a.m. – 5 p.m. Eastern Time, Monday through Friday, with a degree of flexibility available. On occasion, additional work hours in excess of 40 may be necessary to complete assigned tasks. The employee is required to travel on behalf of the organization and travel may require nighttime and weekend work, as well. Travel is estimated to be one visit to assigned facilities per year, required Alpha Chi Omega events and professional development conferences.

PHYSICAL REQUIREMENTS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position the employee is regularly required to sit and work on a computer for extended periods of time. The employee will be required to stand, walk, stoop, kneel, lift, carry, pull, grasp, and bend over. The employee must be able to lift, carry and move up to 50 pounds as needed. Must be able to move in and between various facilities and handle exposure to inclement weather.

Strong sensory skills, such as good eyesight, good hearing and dexterity. Must be able to interact with others, both in person and through telephone, email and written correspondence.

On occasion, the employee may be required to visit field sites and other construction jobsite locations that may include exposure to dust and dirt, foul odors, irritating and loud noises, extreme heat, cold and other severe weather conditions, wetness or humidity, dirty materials and other safety hazards.

Employees are expected to utilize and wear all personal protective equipment as required by any construction jobsite.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.