



Job Description

Director of Facilities Management

About the agency: FamilyAid Boston empowers parents and caregivers facing homelessness to secure and sustain housing and build foundations for their children's futures. Our dedicated, resourceful staff works in partnership with parents facing housing crises to develop safe, stable housing solutions that build on families' strengths and meet their unique needs.

FamilyAid Boston's programs include homelessness prevention, emergency shelter, and supportive affordable housing for parents and children at risk of or experiencing homelessness. Each family we work with receives comprehensive social services designed to help them build a foundation for long-term housing stability.

FamilyAid Boston is a supportive, collaborative, and diverse workplace where staff from various departments work together to achieve our mission. Agency leadership supports staff in their professional growth and maintaining work/life balance. We provide frequent opportunities for staff to build community outside of the typical workday. We offer competitive salaries, health and dental plans, 403b retirement, and a generous paid time off package.

Summary: The Director of Facilities oversees the business, trade and human service relationships needed to maintain FamilyAid Boston's more than 140 leased or owned shelter and residential property units, and main headquarters.

The Director ensures both quality and cost-effective support to maintain FamilyAid's highly regarded 99% housing retention rate of homeless or formerly homeless families in its housing and shelters.

The Director serves as the primary point of contact for facilities-related regulators including the Commonwealth of Massachusetts Department of Housing and Community Development (DHCD) and the City of Boston's Fire, Police, Inspectional Services Department (ISD), Public Health and Neighborhood Development departments and their agents.

Specifically, the Director oversees property and tenant selection; realtor, landlord, and neighborhood relationships; leasing; regulatory compliance; inspections; repair and maintenance; rent collection and property and tenant relocations.

The Director leads four-member facilities and inspection team and numerous contractors and subcontractors who help to maintain more than 130,000 square feet of space. The Director also plays a critical role in FamilyAid Boston's long-term capital improvement and housing expansion plans.

KNOWLEDGE/EXPERIENCE REQUIRED:

- 5 years of progressive financial and personnel management experience in construction and property management within Boston's affordable housing sector.
- Must have experience with inspectional services.
- Successful experience directing an organizational unit of similar scope and size through significant change. Technical project planning, mechanical and construction experience.
- An undergraduate degree with a focus on engineering, construction management, business administration or management.
- Adeptness with construction management, leasing, financial and inventory systems.

KNOWLEDGE/EXPERIENCE PREFERRED:

- 10 years of progressive experience in Boston with affordable housing and property management within an acute human services milieu.
- Special knowledge and experience with project and financial management software
- Experience managing the tenancy of homeless families and/or families struggling with poverty highly preferred.

DUTIES & RESPONSIBILITIES

Facilities Management

- Successfully and proactively manages relationships with the Commonwealth of Massachusetts Department of Housing and Community Development and the City of Boston's Fire, Police, Inspectional Services, Public Health and Neighborhood Development departments and their agents.
- Successfully achieves operational objectives by reducing facility costs and improving productivity, and providing a safe and efficient working and living environment for shelter guests, housing tenants and staff.
- Continually improves guest, tenant and staff experience through facilities management functions including repair and maintenance management systems.
- Ensures all property service staff, contractors and subcontractors, buildings, child-safety and life-safety protocols, sanitation, mandatory reporting obligations and health procedures meet or exceed all local, state and federal standards and insurance requirements.
- Communicates operational objectives and plans to facilities staff and ensures plans and policies are consistently implemented.
- Develops and implements a continuation of operations plan (COOP) and provides on-site crisis management as necessary during facilities, weather, and other emergencies.
- Advises the Chief Operating Officer and operations staff on headquarters building and maintenance systems including HVAC, safety, sanitation and cleaning.
- Directs energy conservation and recycling initiatives in conjunction with operations staff.

Leasing and Housing

- Identifies and procures affordable housing and shelter units within the City of Boston.
- Manages ongoing relationships with more than two dozen landlords.
- Negotiates and maintains leases.
- Obtains all required zoning and construction permits.
- Oversees the collection of rent.
- Implements the tenant selection process.
- Troubleshoots and manages landlord/tenant relations.

- Oversees inspections of all shelter and housing units and office spaces.
- Represents FamilyAid Boston to housing and legal entities.

Financial Management

- Achieves annual financial objectives by maximizing the organization's operational assets and preserving capital investments.
- Develops and implements annual Property Services budgets, and monitors expenditures and controls costs.
- Implements bidding, selection and management of key facilities contracts to maximize quality services and contain costs.
- Supports the development of state and city contracts and private fundraising efforts lead by other FamilyAid Boston departments.

Facilities and Capital Planning

- Assists with the development and acquisition of a capital needs assessment of all owned properties.
- Directs approved capital planning projects with completion on time and under budget.
- Directs efforts to maintain physical facilities in a safe and secure condition.

Leadership

- Possesses strong core ethics, integrity, and accountability consistent with FamilyAid Boston's Mission, Vision and Values.
- Aligns and leads self and Property Services staff towards achievement of FamilyAid Boston's mission, vision, values, strategic plan, and annual operational and financial plans.
- Leads in a manner that is diplomatic, inclusive, transparent, communicative, open and fair.
- Develops strong positive relationships with outside partners, including regulators, city and state inspectors, contractors, realtors and neighborhood groups to ensure successful accomplishment of projects and initiatives.
- Works in sync with program leadership and staff to insure shelter guest and housing resident satisfaction and safety.
- Identifies internal and external customer expectations and exceeds them.
- Sees beyond the present, and adapts to meet changing goals and priorities.
- Promotes a high-performance culture.
- Thrives while managing multiple simultaneous projects with little room for error.
- Serves as a reliable and upbeat colleague in collaborative efforts to achieve the agency's annual goals and objectives.
- Provides stable and consistent on-site management for direct reports.
- Leads, manages, supports and retains staff who works directly with individuals and families in crisis and potential underlying mental health and substance use disorders.
- Undertakes other duties and/or assignments as assigned by the Chief Operating Officer, or President.

SUPERVISION TO BE EXERCISED: Senior Property Coordinator, Compliance Coordinator, and two Property Coordinators.

SUPERVISOR: Chief Operating Officer

WORK SCHEDULE: Full-time, exempt, 40 hours. Additionally, the position requires an appropriate level of presence and leadership for 24/7 operations including night and weekend work, and availability during an emergency or other facility-related events.

FamilyAid Boston is committed to a policy of equal employment opportunity without regard to race, color, national origin, religion, disability, gender, gender identity, sexual orientation, or age.

Interested candidates should send a cover letter and resume to:

Human Resources
Director of Property Services Search
FamilyAid Boston
727 Atlantic Ave, Boston, MA 02111
Email: hr@familyaidboston.org