



Job Title: Operations Director

Habitat for Humanity of Lincoln builds strength, stability, self-reliance *and* shelter. We believe everyone deserves a decent place to live.

Habitat Lincoln is one of more than 1,300 local affiliates of Habitat for Humanity International. We are locally governed by a board of directors and have 11 staff members. Celebrating our 30th anniversary this year, we are poised for significant growth over the next five years. We have built more than 150 homes in Lancaster County. Our Habitat ReStore is three years old and is experiencing record sales in support of our mission. Our new strategic plan calls for a more than 50% increase in housing production.

To accommodate for this growth, our organization is hiring for an operations director. This newly-created position, under the direction of the Executive Director, is responsible for the day-to-day operations of the organization, management and oversight of the construction and homeowner services departments, as well as the office manager. This position also oversees general facility operations and maintenance for the administrative office and ReStore/Donation Center. **The Operations Director serves as second in command in the absence of the Executive Director.**

Time Commitment: This position is full-time, exempt. Hours are generally Monday through Friday, 8:00 a.m. to 5:00 p.m., but this position does require some evening and weekend work.

Direct Supervisor: This position reports to the Executive Director.

Direct Reports:

- Homeowner Services Coordinator (part-time)
- Construction Manager (contractor)
- Home Preservation Coordinator (contractor)
- Office Manager (full-time)

Qualifications:

- Bachelor's Degree required
- Must share a passion for the Habitat for Humanity mission and ability to influence others to share our vision
- Three to five years' management experience, including direct supervision, required
- Must be a skilled administrator
- Must possess strong organization and follow-up skills
- Must be a strong communicator who can work well with people and groups in a high stress environment

- Must possess proficient technology skills, including computers and databases; willingness to learn new software programs
- Knowledge of affordable housing and/or social service issues and concerns is expected
- Basic accounting knowledge required; experience with Quickbooks preferred
- Human Resource training/experience preferred
- Must be able to manage many tasks at one time

Duties:

Overall Organization Operations (20%):

- First point of contact with day-to-day operational challenges
- Provide calm, confident, and positive leadership to the entire organization
- Supervise, support, and counsel direct reports in matters relating to achievement of overall organizational goals and day-to-day operations, including Construction Manager, Home Preservation Coordinator, Homeowner Support Coordinator, and Office Manager
- Serve as human resource lead for the organization; oversee hiring processes
- Involved in short- and long-term planning (strategic plan and annual operations plan)
- Document all working processes for each department
- Ensure timely reporting to Executive Director and board of directors on a regular basis
- Investigates and resolves matters of significance, including human resources, general liability, information technology systems, construction, homeowner services, and facilities
- Represents organization in handling complaints or resolving grievances
- Supervise program budgets and goals to comply with regulations and stewardship expectations of the strategic plan
- Assist with annual budget creation and ongoing adherence
- Carry out major assignments in conducting the operations of the organization
- Cross train staff to ensure a steady flow of operation despite absences
- Learn, assess, and modify existing procedures to enhance efficiency of the organization across program departments; research and implement new procedures when necessary
- Create and maintain relationships with Habitat for Humanity International and other Habitat affiliates, as well as key community contacts (area home builders, Home Builders Association, etc.)
- Conduct a minimum of one written annual job performance review for each of your direct reports
- Coordinate regular meetings with Executive Director and direct reports
- Submit accurate reports according to deadlines

Programs:

- Oversee the smooth operation of the organization's programs:

- **Construction (25%):**
 - Oversee organization's construction portfolio, including:
 - New home construction
 - Home preservation (repairs)
 - Home rehabilitation and recycle
 - Land acquisition and development
 - Safety: ensure safety standards are in place and followed; ensure no or minimal/minor accidents
 - Customer service: ensure timely, professional, and courteous service is provided to volunteers, donors, guests, and homeowners; this includes homeowner warranty issues
 - Quality: ensure our organization is constructing and delivering a high-quality product to clients
 - Budget: ensure all construction projects are completed on or under budget
 - Timeline: ensure all construction projects are completed expeditiously
 - Work with Construction Manager to produce a complete construction schedule for each project; produce tentative construction schedule for the year to include in operations plan
 - Work with Volunteer Coordinator to ensure appropriate volunteer coordination on the construction site
 - Work with Development Director to ensure appropriate recognition of construction sponsors
 - Ensure overall coordination/management of the construction status report to Executive Director, construction committee, and appropriate colleagues/stakeholders
 - Work with construction manager to Implement pre- and post-construction meetings with homeowner services staff and future homeowners
 - Research, propose, and implement a construction management program/software
 - Work with Executive Director and site selection committee to research, negotiate terms, and acquire land for construction; goal is to build a land bank with enough inventory to cover one to two years of construction goals at any one time
- **Homeowner Services (30%):**
 - Ensure compliance with all applicable laws, including MPAR (Mortgage Protection and Regulation), AML, ECOA, TILA, RESPA
 - Must become certified as a qualified loan originator within six months of employment (includes consenting to criminal background and credit checks)
 - Complete ongoing annual training for state and federal mortgage regulations, including Nebraska SAFE act courses, ABA courses, and MPAR compliance

- Participate in Habitat for Humanity International training program for mortgage origination and servicing
 - Ensure organizational compliance with homeowner files, including audit preparation requirements and the document retention policy
 - Learn, assess, and modify the homeowner selection process; ensure adequate qualified homebuyers in que to meet production goals
 - Provide direction to enable funding acquisition from all applicable areas, including federal grants
 - Work with homeowner support coordinator to ensure timely response to homeowner application inquiries as well as current homeowner questions and issues
 - Oversee mortgage origination process, including document creation, adherence to required origination timeline, and coordinating with key stakeholders to ensure smooth execution of mortgage closings
 - Monitor mortgage servicing process, including timely payments from homeowners, adherence to organization's payment delinquency and foreclosure policy, annual mortgage escrow analysis, payment of regular escrow disbursements, and process for transferring sold and paid mortgages out of the mortgage portfolio
- **Office Management (15%):**
 - Work with Office Manager to ensure administrative functions of the organization are organized, completed, and recorded
 - Learn, assess, and modify existing procedures of regular office duties, including bookkeeping (accounts payable/receivable), bank deposits, payroll, construction in progress, donation recording, mortgage payment processing, mortgage servicing responsibilities, audit preparation, record-keeping and archiving in compliance with document retention policy, mail intake, greeting guests, answering phones, and monitoring general organization email inbox, among other duties as assigned
 - Research and implement new procedures for office management functions
- **Facilities Management (10%):**
 - Ensure that your work area, the office, and warehouse are clean, organized, safe, and in compliance with all codes
 - Manage, schedule, and train all employees and volunteers working in administrative positions in the front office
 - Ensure all phones, office machines, computers, and equipment are working and maintained properly
 - Oversee overall agency database and archive management
 - Review and approve utility and office contracts and expenses

- Manage building alarms, underground sprinklers, lawn mowing/maintenance, snow removal, and general building/grounds maintenance
- Manage/monitor monthly preventive maintenance schedule for office/warehouse and construction equipment
- Manage and authorize expenditures within the budget for your departments
- Advise Executive Director and board of directors about budget issues and future needs
- Serve as an organizational executive and attend all required staff, board committee, and community meetings as assigned

NOTE: The above list of duties, while specific to the position, is not exhaustive. The primary responsibility of this position is to direct the departments of the affiliate in achieving annual goals. Therefore, it is possible that responsibilities may change or increase as deemed necessary to accomplish tasks and goals. This is not an employment contract.

Salary: \$50,000 annually

Benefits: Medical insurance coverage (Habitat pays 75% of the premium for the employee; coverage is available for dependents at full cost to the employee); Simple IRA plan with 3% match; paid time off (PTO); paid holidays; ReStore discount.

How to Apply / Contact

To apply, please email a cover letter, resume, and list of three professional references with contact information to jhanshaw@lincolnhabitat.org. Please use "Operations Director" in your subject line.

Application review will begin immediately and the position will remain open until filled, although, we hope to have the position filled by April 1, 2018.

*This job description does not restrict Habitat for Humanity of Lincoln's right to assign/reassign duties to this job at any time. Background and consumer credit check required. Travel to Atlanta April 30-May 4 will be required for orientation.

Only candidates who follow these specific application instructions will be considered for this position.

Habitat for Humanity of Lincoln is an equal opportunity employer.

Habitat for Humanity of Lincoln
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