

The Opportunity

- The Baltimore Regional Housing Partnership (BRHP), which operates the Baltimore Housing Mobility Program, is a 501(c)(3) that assists over 4,000 qualified families in moving from areas of concentrated poverty and obtaining quality and affordable housing in communities with strong schools, low crime, and ample job opportunities in high opportunity areas within Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties.
- BRHP seeks an Operations Supervisor who supports BRHP's mission and purpose and will provide effective project management and guidance to operations staff, along with excellent customer service to a diverse client population. Reporting to the Managing Director of Operations and Program Evaluation, this supervisor will ensure the fine tuning of organizational operations, will coordinate the logistics for seeking and securing new lines of business, and will make recommendations for and assist with implementation of program improvements. The position requires someone that has the ability to serve as an organization-wide leader and competencies in both organizational macro-level and programmatic micro-level matters.

Essential Duties and Responsibilities

The below statements are intended to describe the general nature and scope of work for the Counseling Supervisor. This is not a complete listing of all responsibilities, duties, or skills required.

- Work with Management team to ensure BRHP's operations are efficient, consistent and reliable
- Ensure compliance with BRHP's Administrative Plan, Standard Operating Procedures, HUD Regulations, and the Thompson settlement agreement
- Serve as project manager to drive new initiatives, process changes and improvements, and special projects
- Evaluate procedures, resources, hardware and software to provide recommendations for advancing program excellence
- Develop, implement and review operational policies and procedures
- Maintain and track schedule of required internal and external reporting
- Sample work-product across the organization and test for consistency, compliance and accuracy
- Monitor, anticipate and communicate to staff any events impacting operations and staff availability, including closures for holidays, trainings, and events in and around the office
- Supervise team of three Administrative Assistants, ensuring proper training, coverage and resources for operational needs
- Oversee the on-boarding and off-boarding for employees as it relates to technology needs and accounts
- Serve as main point of contact with building management to address concerns, maintenance requests, closures, or any other issue affecting operations
- Serve as one of main points of contact with software vendors and IT support and assist with triage of IT support requests
- Maintain and update the telephone system and develop new methods for handling high call volume

- Oversee public spaces in office, maintain adequate staffing to ensure BRHP is serving visitors professionally and efficiently
- Assist in the procurement process, including drafting Requests for Proposals (RFP), identifying vendors, and maintaining procurement records
- Assist with Human Relations matters including the development and dissemination of job descriptions, identifying recruiting opportunities, managing candidate submissions, and scheduling interviews
- Identify and monitor potential new lines of business through industry networks, RFP postings, and other avenues
- Monitor and approve staff timesheets, performance plans, evaluations and disciplinary actions
- Other duties as assigned

General Requirements

- Honesty and integrity
- Strong work ethic
- Professional behavior and respect for colleagues, clients and external partners
- Collaborative, supportive approach to work, open-minded to learning new process with an ability to manage change
- Ability to work in a fast-paced, team environment
- Ability to handle and prioritize multiple projects, deadlines, and excellent time management
- Experience working with a diverse population
- Sense of humor

Required Knowledge & Skills

- Ability to effectively collaborate with, coach and motivate staff
- Ability to gain thorough knowledge of and to interpret and implement BRHP's policies and procedures
- Ability to act as a representative of BRHP to the public
- Experience providing effective, direct counseling services to low-income clients
- Excellent interpersonal, mediation, counseling and communication skills (written and oral)
- Excellent customer service and organizational skills
- Strong attention to detail

Qualifications

- Bachelor's degree from a regionally accredited institution in Economics, Mathematics, Statistics, Public Policy, Data Science or a closely related field and 2 years of work experience in the related field or
- 10 years of related work experience
- 3 years of supervisory experience for a public agency or nonprofit organization, or related experience in direct social services field

Preferred Qualifications

- Prior experience working with a Housing Choice Voucher program or other affordable housing program
- Knowledge of Efforts to Outcomes, SharePoint, and Yardi software

How to Apply

- Submit a cover letter and resume tailored to the Operations Supervisor opportunity to resumes@brhp.org
- For more information about the organization, visit www.brhp.org
- Job Type: Full-time plus benefits
- Salary: \$55,000-\$63,000 annually