

## 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 can 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, Policy & Procedures Guide, Standard Operating Procedures, HUD Regulations, and the Thompson settlement agreement
- Serve as project manager to drive new initiatives, process changes and improvements
- Manage special projects as assigned, including the document digitization effort, maintain adequate chain of custody records, ensuring minimal impact on staff, supervising temporary staff assisting with effort, quality control review of scanned files, and meta-data tagging
- Order and maintain inventories of office supplies and equipment, PPE for staff and clients, literature, and forms in lobby
- Order, track and distribute all staff related items including but not limited to the following: apparel, office equipment, food, drink, utensils, office supplies, and personal protective equipment
- 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
- Establish methods for documenting internal operational processes related to on and off boarding employees
- Serve as main point of contact for external IT vendor when on and off boarding employees, ensuring timely completion of requests and validating IT settings for new and former employees

- Monitor, anticipate and communicate to staff any events impacting operations and staff availability, including closures for holidays, emergency/weather events, trainings, and events in and around the office
- Supervise team of Customer Care Representatives, ensuring proper training, coverage, and resources for operational needs
- 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 as well as maintaining online appointment scheduling platform
- Oversee public and shared spaces in office, including but not limited to the reception/lobby, kitchen, lunch/break room, copy/mail room, board room, and others to ensure BRHP is serving visitors professionally and efficiently
- 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 SharePoint, and Yardi software

### How to Apply

- Submit a cover letter and resume tailored to the Operations Supervisor opening to [resumes@brhp.org](mailto:resumes@brhp.org)
- For more information about the organization, please visit [www.brhp.org](http://www.brhp.org)
- Job Type: Full time
- Salary: \$52,000-\$55,000 annually; Signing bonus is available for this position.