

OPERATIONS MANAGER

Overview:

Brief Job Description (essential functions of the job):

The mission of the Mayor's Office of Housing (MOH) is to make Boston a more equitable and inclusive city where all residents can thrive. MOH oversees programs that create and preserve affordable housing, support homeowners and renters, provide housing and services to homeless individuals and families, and develop city-owned property. The Mayor's Office of Housing seeks to carry out its mission through a lens of promoting diversity, equity and inclusion and addressing the effects of systemic racism in our city.

Within MOH, the Office of Housing Stability (OHS) is a front-facing, constituent services based office whose mission is to help residents find and maintain stable, safe, and affordable housing. OHS works to prevent displacement and promote housing preservation and stabilization.

Under the supervision of the Assistant Director for the Office of Housing Stability or designee, the Operations Manager is responsible for ensuring the effective day-to-day operations of the division. As a master of both big-picture efficiency and individual task follow-up, the Operations Manager works closely with all staff to ensure that the Division's goals are met, managers and staff are receiving the support they need, and the public is being effectively served. The Operations Manager is an integral part of the team and acts as a problem solver and leader who works to make the Division's Operations more efficient and effective.

Responsibilities:

- Develops and implements appropriate policies and procedures governing the day-to-day operations of the division.
- Manages all project reporting and financial tracking systems and databases.
- Leads the design, training, implementation and maintenance of the division's Salesforce.com project management tools including implementation with outside vendors and collaboration with other city offices.
- Works with division leadership to develop annual strategy goals and performance measures and ensure progress against these goals is reflected in contract performance.
- Works closely with the OHS Leadership Team to develop and implement appropriate policies and procedures governing day-to-day operations of the OHS division.
- Creates new protocols for providing OHS services and resources for walk-in clinics.
- Works with the Assistant Director to coordinate divisional marketing and communication activities.
- Coordinates projects within divisions, across divisions, and with other City agencies.
- Oversees project files archiving and performs internal file reviews to ensure quality control and efficiency.
- Liaison with Administration and Finance Division on day-to-day administrative and financial activities as well as annual budget planning.
- Responsible for OHS budget and all budget related requests and actions for OHS.
- Supervises program assistant and administrative staff.
- Enhances Division's overall external customer service. Works with the Assistant Director to develop relationships and works with staff from other City departments to coordinate housing and services for at-risk or displaced tenants; and
- Provides information and referral services to City of Boston residents seeking housing assistance through a variety of outreach activities.
- Attends occasional night and weekend community meetings as required.
- Perform related work as required.

Minimum Entrance Qualifications:

- Must have at least four (4) years of full-time or equivalent part time experience in public administration, with at least three years of experience in the field of administration and finance, with emphasis on the City of Boston's expenditure process structure.
 - Demonstrated supervisory skills preferred.
 - Familiarity with related Federal and State programs.
 - Strong organizational, managerial and communication skills strongly preferred.
 - Strong personal computer skills, (Word, Excel & Access) preferred.
 - Appropriate educational substitutions may be made.
 - Ability to exercise good judgment and focus on detail as required by the job.
- Please attach a cover letter to your resume when applying for this position

Boston Residency Required.

Terms:

Union/Salary Plan/Grade: Non-Union/NU-25

Hours Per Week: 35

Please refer to the Salary Information section on the Boston Career Center site for more information on compensation. For each Salary Plan, salaries are listed by Grade and Step.

The City of Boston is proud to be an Equal Opportunity Employer. We are committed to creating a diverse and inclusive environment. Therefore, qualified applicants will be considered regardless of their sex, race, age, religion, color, national origin, ancestry, physical or mental disability, genetic information, marital status, sexual orientation, gender identity, gender expression, military and veteran status, or other protected category.

The City of Boston has played a role in causing and perpetuating the inequities in our society. To break down these barriers, we are embedding equity and inclusion into everything we do.

We define **equity** as **ensuring every community has the resources it needs** to thrive in Boston. This requires the active process of meeting individuals where they are. **Inclusion** is **engaging every resident** to build a more welcoming and supportive city. We are building a **city for everyone**, where diversity makes us a more empowered collective.

<https://city-boston.icims.com/jobs/22594/operations-manager/job>