

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.