



Better Housing
COALITION

Where You Live Can Change Your Life...

At Better Housing Coalition, we believe that “Where you live can change your life!” Join us in changing the lives of others in your community. While you are changing the lives of others in your community, you may also be changing your own.

The Better Housing Coalition (BHC) invites YOU to join us in our crucial mission of providing affordable housing in the Greater Richmond area; our legacy of creating 1,700 modern, affordable homes –and providing many MORE opportunities for working families and low-income seniors to thrive. We are Richmond region’s largest **nonprofit** community development corporation.

Better Housing Coalition has 18 well-located and maintained rental properties in Greater Richmond and many upcoming properties in the construction phase.

DIRECTOR OF MAINTENANCE

Better Housing Coalition has a senior-level opportunity for a newly created position; *Director of Maintenance*.

Reporting to the Vice President of Property Management and supervising our 19-person maintenance team, the *Director of Maintenance* will be a leader in setting and maintaining BHC’s high Property Maintenance standards. You and your team will be responsible for property maintenance at all BHC rental properties (currently 18) within Greater Richmond and safeguarding their enduring success.

By ensuring that our properties far surpass legal affordable housing maintenance metrics, you and your team will ensure a high level of resident customer service and positive operational and financial metrics at each Property. Some of these regulations include LIHTC, Section 42, HUD and State Agency restrictions.

Projected work hours are Monday-Friday 8:30 AM-5 PM. Salary ranges from \$75,500 - \$83,200. We have an AMAZING benefits package that includes 10 days off during the summer months, 13 holidays and 21 days of PTO for first year employees. (Full benefits list is included below) This is a full time, salaried, senior-level position reporting to the Vice President of Property Management.

The *Director of Maintenance* will be posted at our main office, located downtown on Broad Street near the Richmond Convention Center.

NEED TO HAVE

- Ten years of multi-family maintenance leadership experience
- Proven people management skills with maintenance personnel
- Strong administrative and organizational skills
- Experience establishing benchmark metrics for excellence in building maintenance team
- Understanding of multi-family Property Management (preferably within Affordable Housing)
- Experience safeguarding properties
- Proficiency with MS Office products

- Valid Driver's License
- Ability to pass comprehensive background & drug screening

DIRECTOR OF MAINTENANCE RESPONSIBILITIES

Maintenance Excellence

Coordinate and oversee maintenance labor, develop Standard Operating Procedures, and ensure the highest maintenance standards.

- Direct and supervise the maintenance, upkeep and repair of the electrical and mechanical systems, appliances, buildings, and grounds on all BHC properties
- Schedule, supervise, and/or perform painting, carpet cleaning, electrical, carpentry, plumbing, and HVAC work, and pest control throughout the BHC portfolio
- Ensure service calls have been completed within 48 hours and emergencies immediately

Preventative Maintenance

Implement property inspection and preventative maintenance programs. Document emergency procedures, apartment turn processes, and employee training programs.

- Ensure quarterly apartment inspections are completed including maintaining records of all preventive maintenance for the property

BHC Employee Management

Management/Leadership: Supervise staff members' work to ensure quality and productivity. Including setting performance standards and monitoring performance. Hold employees accountable for performance & behavior. Provide on-going training and development to ensure employee's success.

- Identify topics for staff training curriculum
- Train or secure trainers for maintenance staff curriculum
- Human Resources responsibility for all maintenance staff (hiring, skill development, coaching, etc.)

Operational Leadership

- Collaborate with VP of Property Management on new policies and procedures that increase productivity, increase efficiency, increase quality, and reduce costs
- Analyze workflow and recommend process or policy changes
- Increase utilization of property maintenance software
- Identify areas of inefficiencies and provide corrective action in a timely manner including staff reorganization as needed
- Dispatch work orders daily to prioritize maintenance staff schedule
- Perform final inspection of all work done on the property by staff or outside contract workers and return all completed work orders to the main office

New Property Takeover

Manage new property development transitions and conduct full site inspections for existing properties.

Financial Management

Identify capital investment projects, initiate energy audits, and review property financials to ensure budget compliance.

- Adhere to budget and identify and implement cost-saving opportunities; review maintenance invoices for accuracy and approve them for payment

Vendor Management

Solicit vendor bids, establish a preferred vendor list, and identify cost-saving opportunities through vendor selection.

- Oversee vendor contracts and training

Safety & Risk Management

Develop safety programs and policies, ensure compliance with safety standards and local building codes, and create emergency response plans.

- Responsible for ensuring staff adhere to property, OSHA, and SDS safety procedures and protocols for safe working conditions

ADDITIONAL RESPONSIBILITIES

- Travel by car to BHC properties. (All BHC properties are in Metro Richmond and mileage is reimbursed)
- Remain up to date with new developments on Properties and ensure maintenance workers receive relevant information
- All other duties as assigned by management

EDUCATION & EXPERIENCE

- 10+ years of multi-family maintenance leadership experience
- Strong skills in people management, emphasizing ability to lead and inspire teams effectively
- Demonstrated strategic thinking and the capability to create and optimize processes for enhanced efficiency
- Proficiency in budget adherence and a track record of identifying and implementing cost-saving opportunities; review maintenance invoices for accuracy and approve them for payment
- High School diploma or equivalent (GED)
- Previous experience in multi-family property management (highly preferred)
- Valid Driver's License

WORK ENVIRONMENT

- Frequent risk of electrical hazards
- Occasional exposure to mold
- Frequent exposure to seasonal weather and associated temperature fluctuations
- Frequent exposure to noise, dust, or commonly present environmental chemicals or fumes
- Continuous moderate to loud noise

SKILLS

- Knowledge of Federal/State/Local Fair Housing regulations, Federal Low Income Housing Tax Credit, HUD and AHP, related programs
- Understanding of LIHTC, HOME, and HUD programs
- Experience with Yardi/Rent Café
- Effective and professional verbal and written communications
- Strong organizational and time management skills
- High level of initiative
- Proficient with MS Office products
- Physically able to move freely and frequently through Property for repairs and maintenance inspections.
- Ability to access the facility on all floors via staircases. Frequent climbing stairs or navigation of uneven, rough, or rocky ground
- Ability to continuous working with a variety of common hand and power or motorized work tools
- Ability to Lift, transport or position up to 50 pounds.

BENEFITS

Salary ranges from \$ 75,000 to 83,200 (Max) depending on experience. (40-hour work week)

Holidays, 13 paid holidays

Summer Days off- 10 days

Paid Time Off (PTO), first year employees 21 days

Health Savings Account Funding & BHC Contributions

Use your HSA debit card for qualified medical, dental, vision and prescription. HSA contributions can be rolled over to the next year.

Employer HSA Contribution

In 2023, BHC funding to employee HSS were:

\$500 – Employee Only

\$750 – Employee + Spouse or Child

\$1,000 – Employee + Children or Family

403(b) Savings Plan

BHC offers two ways in which you can participate in the 403(b) Plan: Traditional (pretax) Contribution and the Designated Roth Contribution.

You will receive matching contributions from BHC on part of your savings after one year of service (with at least 1000 hours completed) if you are over the age of 21. BHC will match 100% of your contributions up to five (5%) of your annual salary.

BHC will make an employer base contribution to the plan each year of one (1%) of each employee's salary for all eligible employees. This contribution will be made whether-or-not you make voluntary contributions to the plan.

You will be 100% vested in the 403(b) Plan after three (3) years of service.

Health Insurance- BHC pays 77.5% of the employee only and 65% of dependent coverage for the Anthem Low Plan

Vision Insurance

Dental Insurance

Tuition Reimbursement

Disability Insurance (100% company paid)

Worker's Compensation Insurance (100% company paid)

Life Insurance and Accidental Death & Dismemberment (100% company paid)

Employee Assistance Program (EAP)

Flexible Spending Plan These funds can be used throughout the plan year, but do NOT roll over.

Bereavement Leave

Benevolent Shared Leave

Jury Service

Time off to Vote

Licensure, Training, and Certification costs may be covered if approved by BHC leadership.

REQUIRED

Offers are contingent on background check results, which include drug, credit check, driver's license check, and Educational, Employment, and Certification verification.

STATUS Exempt

TO APPLY please email your resume to l.lacroix@betterhousingcoalition.org and put "Property Operations Manager" in the subject line.

The Better Housing Coalition is an Equal Opportunity Employer.