Director of Housing

JOB DESCRIPTION

Reports To: Chief Operating Officer
Direct Reports: Property Managers and housing program staff
Employment Type: Full-Time, Exempt
Pay Range:

Position Summary

The Director of Housing provides strategic and operational leadership for the organization's housing portfolio and programs. This role oversees property management operations, financial performance, compliance, and staff across multiple properties, ensuring housing is well-managed, financially sound, and aligned with the organization's mission.

The ideal candidate is an experienced housing leader who combines operational expertise and financial oversight with strong people management, regulatory knowledge, and a commitment to quality housing and resident well-being.

Key Responsibilities

Strategic & Operational Leadership

- Provide overall leadership and direction for the organization's housing portfolio, programs, and operations.
- Develop and implement housing strategies, policies, and procedures that support occupancy, quality, and long-term sustainability.
- Oversee property operations across the portfolio, ensuring consistency, efficiency, and high standards.
- Partner with executive leadership on housing growth, development, and new program opportunities.

Team Leadership & Supervision

- Directly supervise Property Managers and housing program staff, providing guidance, accountability, and professional development.
- Set performance expectations, conduct reviews, and build a strong, service-oriented housing team.
- Support hiring, onboarding, and training for housing staff across properties.

Financial Oversight

- Oversee budgeting, financial performance, and reporting for the housing portfolio.
- Monitor occupancy, revenue, delinquencies, and operating costs, and take corrective action as needed.
- Review and approve major expenditures, contracts, and vendor relationships in line with organizational policy.

Compliance & Regulatory Management

- Ensure all properties and programs comply with applicable local, state, and federal housing regulations, including fair-housing requirements.
- Oversee compliance with funding and program requirements, and lead preparation for audits, inspections, and reporting.
- Maintain strong relationships with regulatory agencies, funders, and housing partners.

Resident & Community Focus

- Promote high standards of resident service, safety, and satisfaction across the portfolio.
- Address escalated resident and property matters and support resolution.
- Represent the organization's housing work with partners, community stakeholders, and funders.

Qualifications

Required

- Five or more years of progressive experience in housing or property management, including team leadership.
- Demonstrated experience managing multiple properties or a housing portfolio.
- Strong knowledge of housing regulations, fair-housing law, budgeting, and property operations.
- Proven financial management and budget oversight experience.
- Strong leadership, supervisory, and staff-development skills.
- Excellent communication, organizational, and problem-solving abilities.
- Reliable transportation and a valid driver's license.

Preferred

- Bachelor's or Master's degree in business, public administration, real estate, urban planning, or a related field.
- Experience with affordable housing programs (HUD, LIHTC, Section 8) and related compliance and reporting.
- Experience in a nonprofit or mission-driven housing organization.

Physical Requirements & Work Environment

- Ability to travel between and move throughout properties, including stairs, grounds, and units.
- Ability to sit and work at a computer for extended periods.
- Occasional lifting of files, materials, or supplies (up to approximately 25 pounds).
- Availability to respond to urgent housing or property matters as needed.

Compensation & Schedule