

Creative Housing Inc.

Job Title: Field Operations Manager

Job Status: Full time, Exempt

Reports to: Chief Operations Officer

POSITION SUMMARY:

The Field Operations Manager provides people a home by supporting the organization's efforts to maintain the company's physical assets, satisfy funder requirements and promote positive public relations by providing optimum customer service to all stakeholders to ensure long-term sustainability of the company's programs by overseeing field operations and field support operations.

POSITIONS SUPERVISED:

Field Lead, Field Services Coordinator, Supported Living Housing Administrator

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

1. Responsible for overall field operations meeting or exceeding performance standards.
2. Responsible for overall morale and field operational staff performance.
3. Responsible for maintaining appropriate inventory levels.
4. Responsible for grounds & field operations contracting.
5. Responsible for appropriateness of field operations expenses.
6. Provide oversight of provider billings.
7. Oversight of grounds, maintenance and capital budget.
8. Responsible for CCA-Funded projects.
9. Provide technical support for field personnel.
10. Provide on call technical support (not field-dispatched) to after-hours on call field techs.
11. Provide "eyes on" assessments and next steps for grounds, maintenance, capital and unit turns.
12. Complete property housing quality inspections.
13. Participate in fielding of initial service requests.
14. Provide support and reporting for company performance measurements.
15. Basic cross training to support departmental employees' enjoyment of their time off.
16. Other duties as assigned.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:

1. Excellent working knowledge of property management, home maintenance or related industry.
2. Ability to work with COO in applying duties to company strategic vision.
3. Ability to work as a strategic collaborator in developing as complete a picture of business performance and needs.
4. Ability to take company fiscal reports and information and work with COO and CFO.
5. Ability to work with analytics, manage risk and engage in problem-solving processes.
6. Must be highly skilled with general computing skills and spread sheet applications.
7. Strong organizational skills required to maintain accounting records for several corporations.
8. Ability to adapt to new technology.

9. Ability to provide leadership to motivate and manage people.
10. Effective quality of verbal and written communication.
11. Customer service skills: Able to effectively communicate with clients, tenants, prospective tenant, owners and vendors while focusing on productivity and results.
12. Detail-oriented and flexible.
13. Possess strong organizational skills.
14. Ability to successfully exercise independent judgment based on technical and detailed knowledge specific to activities and procedures being dealt with.
15. Ability to work independently and as a team player.
16. Ability to set priorities and juggle multiple demands.
17. Ability to work within organizational processes and uphold organizational standards.
18. Ability to work in a fast-paced, dynamic environment
19. Ability to collaborate with coworkers & vendors.

MINIMUM QUALIFICATIONS:

1. Education
 - a. None
 - b. HS Diploma or equivalent Preferred Required
 - c. Associate Degree or Equivalent Preferred Required
 - d. Bachelor Degree Preferred Required
2. Experience
 - a. None
 - b. 1 Year(s) in the Field of I/DD Preferred Required
 - c. 7 Year(s) in Related field (property management, home maintenance, home remodeling) Preferred Required
 - d. Year(s) in Preferred Required
3. Skills
 - a. None
 - b. Personal Computer Preferred Required
 - c. Smart Phone or Tablet Preferred Required
 - d. Microsoft Office proficiency Preferred Required
 - e. Yardi proficiency Preferred Required
 - f. Verbal/Written Communication Preferred Required
 - g. Conflict Resolution Preferred Required
 - h. Interpersonal Preferred Required
 - i. Analytical Preferred Required
 - j. Fork lift operation Preferred Required
 - k. Proficient driving large vehicles (up to 28') Preferred Required
 - l. Preferred Required
 - m. Preferred Required

OTHER JOB REQUIREMENTS

- Reside in Franklin County
- Hold/Maintain Driver's License in Good Standing, including company insurance requirements
- Pass company-required background checks and drug testing
- Provide on call support during non-regular working hours
- Provide on call maintenance services during non-regular working hours
- Work overtime occasionally routinely seasonally

- Work a non-standard work week
- Travel locally as needed for job duties
- Work at various locations
- Must be a self-starter
- Prioritize and perform tasks independently with minor direction
- Must be punctual, reliable, groomed & organized
- Must practice safe and neat work habits
- Must be customer-experience focused
- May be required to wear personal protective equipment (PPE) to perform duties
-
-
-

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential job functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- Able to communicate effectively
- Able to taste or smell
- Possess specific vision abilities including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Able to sit for prolonged periods working on a computer or other desk-oriented task
- Able to reach with hands and arms regularly
- Able to stand, walk, kneel, crawl, crouch, climb and balance
- Able to use hands to finger, feel or handle objects, controls and tools (hand and power tools)
- Able to lift up to 15 pounds regularly occasionally on a limited basis
- Able to lift up to 35 pounds regularly occasionally on a limited basis
- Able to lift up to 50 pounds regularly occasionally on a limited basis
- Able to lift and/or move up to 75 pounds using assist equipment such as a dolly, moving straps and lift gate.
- This job does not require repetitive or production rate work. Work sites are scattered sites and time is spent travelling between sites, setting up for and breaking down from site-specific tasks. Average anticipated time per site is less than one hour.

BEHAVIORAL COMPETENCIES:

This position requires the incumbent to exhibit the following behavioral skills:

1. *Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/intelligent to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition
2. *Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers
3. *Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens

- effectively. Demonstrates the ability to develop audiovisual presentations to both internal and external audiences.
4. *Responsiveness and Accountability*: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work
 5. *Teamwork*: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; attends, supports, and participates in all team building exercises and events
 6. *Continuous Improvement and Innovation*: Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions

ETHICS:

As stewards of public funds, Creative Housing is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism and honesty, to merit the respect of our co-workers, clients, partners, vendors and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy and responsiveness.

DISCLAIMER

THE INFORMATION CONTAINED WITHIN THIS JOB DESCRIPTION INDICATES THE GENERAL NATURE AND LEVEL OF WORK PERFORMED BY EMPLOYEES WITHIN THIS CLASSIFICATION. IT IS NOT DESIGNED TO CONTAIN OR TO BE INTERPRETED AS A COMPREHENSIVE INVENTORY OF ALL DUTIES, RESPONSIBILITIES AND QUALIFICATIONS REQUIRED OF EMPLOYEES ASSIGNED TO THIS JOB.

EQUAL OPPORTUNITY EMPLOYER

Applicants are considered for all positions in accordance with statutes and regulations concerning non-discrimination on the basis of race, ancestry, age, color, religion, sex, national origin, sexual orientation, gender identity, non-disqualifying disability, veteran status, or other protected classification. Creative Housing Inc. is an equal opportunity employer, as well as a substance and tobacco free workplace. All offers of employment are contingent on satisfactory pre-employment drug screen, criminal background investigation, professional reference check.

*Those that are able to receive the COVID-19 vaccination and influenza shots are encouraged to do so.

Acknowledgement Signatures

Printed Name (Employee)	Signature (Employee)	Date
-------------------------	----------------------	------

Printed Name (Supervisor)	Signature (Supervisor)	Date
---------------------------	------------------------	------