



POSITION: Chief Operating Officer

About the Center

The Center for NYC Neighborhoods (“the Center”) is a nonprofit organization that promotes and protects affordable homeownership in New York so that middle- and working-class families are able to build strong, thriving communities. With a \$20 million operating budget, the Center provides grants to community-based organizations for housing counseling and legal services while operating our own direct service programs. These include: an \$80 million loan program for homeowners who are at risk of losing their home; recovery and resiliency programs, that help homeowners in the city’s Hurricane Sandy recovery program move out during construction and assist homeowners in flood-prone areas with engineering audits and counseling services to lower their flood insurance costs; the Escalations Program that assists homeowners who are experiencing delays and challenges in loans restructured; and the Housing Mobility Program, a HUD-certified counseling program that helps to homeowners transition to a more affordable housing. The Center also spearheads consumer protection campaigns, policy initiatives, new interventions and more.

Position Summary

The Chief Operating Office is a key member of the senior management team, reporting directly to the Chief Executive Officer. The Chief Operating Officer will lead the design, implementation, and operations across the Center’s diverse set of programs, including the Center’s lending affiliate, a certified Community Development Finance Institution (CDFI). The Chief Operating Officer will also be responsible for monitoring the day-to-day processes and progress of our \$80 million Lending Program and assessing the operating effectiveness of Center programs in their entirety, making improvements as needed. This role will oversee three teams, responsible for the programs and activities in the Center’s Lending, Network Programs and Homeowner Services divisions.

The Chief Operating Officer will be committed to the success of the Center’s Programs and the staff that implement them. The ideal candidate has been a strong leader and effective collaborator, and will be a forward-thinking and positive presence at the Center. Additionally, the ideal candidate will be a constructive problem-solver and have the skills to lead a team of Directors and Programs with a diversity of goals and approaches.

Operational Excellence and Organizational Effectiveness

The Center has been awarded multiple grants to deliver financial support and services to at risk homeowners. These high impact contracts have aggressive timelines and ambitious targets. The COO

Strong homeowners. Strong communities.

17 Battery Place, Suite 728 | New York, NY 10004 T 212-566-3050 F 212-566-2460 cnycn.org

will be responsible for ensuring these programs are executed with operational excellence at a critical time in the organization's development. The COO will oversee the Center's programmatic and lending activity to ensure targets and goals are achieved on time and in compliance with applicable rules and regulations. The COO will proactively identify performance trends, ensure ongoing reporting and engagement of teams on performance successes, shortcomings and will proactively implement mid-course corrections, as needed. In addition, the COO will champion the development, implementation and continuous improvement of a range of organizational management protocols, practices and tools, (project management, procurement, contracting, risk management, etc.). As a thought leader within the organization and the field, the COO will advise and counsel the Chief Executive Officer on opportunities to maximize the Center's operational impact and ensure the Center is fulfilling its mission. The COO will also conduct risk analysis and identify areas for growth in an organizational capacity, as well as through market opportunities that leverage the Center's expertise.

Responsibilities include but are not limited to:

- Create project management systems and program plans and design operational procedures that will be implemented across all programs,
- Oversee creation and implementation of new operational systems and procedures;
- Oversee execution of Lending Program operations, with a focus on meeting aggressive targets and tracking progress towards key milestones, and adapt program processes and procedures as needed;
- Develop asset management strategies for current loan portfolio and production pipeline, with the goal of leveraging balance sheet to develop future CDFI lending programs;
- Oversee the programs, grant management, trainings, technical assistance and other support to our community-based partners led by the Network Programs team. This includes an initiative to integrate financial counseling into housing counseling, outreach assistance for partners, support for organizations that serve seniors, and more.
- Oversee and support Homeowner Services operations, including the Recovery & Resiliency programs, Housing Mobility Program and Homeowner Hub (the Center's Call Center);
- Oversee development of a system for tracking program performance and collecting corresponding data;
- Design and implement systems of continuous improvement for all Center programs and facilitate corresponding initiatives;
- Collaborate and coordinate with the senior leadership team, CFO, General Counsel, and Chief of Staff on program planning, execution, and evaluation.
- Develop systems for reporting project completion status to CEO as well as systems for collaborating interdepartmentally.

Skills & Qualifications

- Bachelor's degree required; Master's Degree in Business Administration, Master's Degree in

Public Administration preferred. Training and or certification in formal Project Management encouraged.

- Minimum of ten years of leadership and management experience, including at least three years in nonprofit or socially responsible lending operations. Direct experience in consumer mortgage lending or banking preferred. Prior experience providing oversight of complex programs and project management functions, with a minimum of five years of senior-leadership experience supervising seasoned staff required.
- Proven track record of meeting aggressive deadlines and production targets.
- Experience implementing initiatives to continuously improve program effectiveness.
- Working knowledge of data analysis and performance/operation metrics.
- Ability to position Center programs for future success.
- Strong communication skills (listening, speaking, written).
- Outstanding organizational and leadership abilities.
- Aptitude in decision-making and problem solving.

Salary

We offer a competitive salary and a comprehensive benefits package.

Application

Michael Kelly Associates will be conducting the search for a qualified candidate. For more information, please contact Michael Kelly at mkelly@michaelkellyassociates.com.

The Center strongly encourages Section 3 residents to participate in this hiring effort. Information to determine if you are a Section 3 resident can be obtained by contacting Michael Hartwyk at (646) 786-0882 or by email at michael.hartwyk@cnycn.org. Persons requiring reasonable accommodation to participate in this hiring effort are requested to contact Michael Hartwyk at (646) 786-0882 or by email at michael.hartwyk@cnycn.org.

We thank you for your interest in career opportunities with the Center for NYC Neighborhoods.

Application Deadline

Accepting resumes until position is filled.

The Center for NYC Neighborhoods is an equal opportunity employer. We recruit, hire, upgrade, train, and promote for all positions and job classifications without regard to race, color, religion, creed, gender, national origin, age, physical or mental disability, marital, veteran or disabled veteran status, sexual orientation, or any other status as a member of any other legally protected group or activity.

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