



## POSITION DESCRIPTION SUMMARY

**POSITION:** Real Estate Operations Analyst **FLSA:** Exempt

**DEPARTMENT:** Housing Development **REPORTS TO:** Director of Real Estate Operations

**JOB SUMMARY:** Settlement Housing Fund, Inc. (SHF) is a nonprofit organization which creates and sustains high-quality affordable housing and programs, building strong and economically diverse neighborhoods throughout New York City. SHF works closely with community partners to provide low- and moderate-income New Yorkers with pathways to long-term affordable housing, education, employment, and wellness. SHF currently owns approximately 2,700 units of affordable housing in 47 buildings, located in the Bronx, Manhattan, and Brooklyn, and has a development pipeline which includes a mix of new construction and preservation projects. In addition, we are overseeing more than 1,400 units that are under construction/rehabilitation.

SHF is seeking a RE Operations Analyst. The salary range for the RE Operations Analyst role is \$75,000 to \$90,000.

**JOB SUMMARY:** The RE Operations Analyst will oversee property performance for a portfolio of SHF's properties through comprehensive financial review, budget and capital approvals, and close working relationships with SHF's third party property managers to ensure high-quality resident services. The RE Operations Analyst will identify and solve problems and measure progress in a variety of areas including property maintenance, financial performance, capital improvements, and reporting.

**Job Duties include but are not limited to:**

- Analyze and track performance metrics that quantify the physical and financial health of the portfolio for use in monitoring and reporting;
- Investigate significant performance indicators and propose strategies and solutions to improve performance;
- Monitor real estate tax abatement submissions, utility purchasing, insurance renewals, Local Law compliance, and other strategic operations objectives;
- Review and approve annual operating budgets prepared by third-party property managers against ownership's asset management objectives;
- Submit materials for approval to lenders and investors such as requests to draw from reserves, adjust rental subsidy contracts, and others;
- Work with accounting team to coordinate annual financial audits and distribution of surplus cash;
- Conduct semi-annual site visits to assigned properties to assess physical health and maintenance of buildings and more frequent site visits as necessary;
- Plan and participate in town hall meetings with residents onsite;
- Prepare communications for residents and community stakeholders including meeting agendas, letters, presentations, or other materials as needed;
- Communicate with internal and external stakeholders to complete compliance reporting in accordance with applicable lender, investor, and governmental regulatory governance;
- Coordinate and notify properties of upcoming governmental and other stakeholder inspections and track progress of each inspection from initial notice to completion.

We are committed to hiring from a diverse pool of candidates. We are creative in our work and if you don't meet all of the qualifications below but have others that make you well-suited to this role, we highly encourage you to apply. Settlement Housing Fund is an equal opportunity employer.

**Our ideal candidate** will be ambitious, productive, and eager to learn. They will have good judgment and resourceful problem-solving skills.



**QUALIFICATIONS & EXPERIENCE:** The RE Operations Analyst will possess many of the following skills and qualifications:

- Undergraduate degree in business, finance, real estate, urban planning or related fields. Will consider alternative education pathways for candidates who have clearly demonstrated a passion for and competency in asset management, real estate, affordable housing development, and/or property management.
- 3-5 years of experience in financial and/or operations analysis;
- Demonstrated ability to manage a portfolio of projects, real estate preferred;
- Familiarity with affordable housing concepts. New York City experience preferred;
- Experience with financial reporting, analysis and modeling, including proficiency with Excel;
- Strong organizational, financial, analytical, communication, and writing skills; detail-oriented;
- Ability to work in a fast-paced environment and complete multiple tasks with simultaneous deadlines;
- Demonstrated track record of learning quickly and being able to work independently and with a team;
- Demonstrated ability to take initiative, suggest new ideas and move tasks forward;
- Professional demeanor, personable attitude, flexibility, team player;
- Ability to conduct physical inspections (roof to cellar) in elevator and walk-up buildings;
- Availability for local travel (within walking distance of public transit) and occasional weeknight work;
- Ability to relate to persons of diverse backgrounds;
- Commitment to principles of diversity, equity, and inclusion. Preference for candidates with lived experience connected to SHF's mission;
- Commitment to the mission of SHF.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Interest in affordable housing development and project management
- Strong organizational, analytical, communication, and writing skills; detail-oriented
- Demonstrated skills in data tracking, synthesis, and analysis in Microsoft Excel.
- Ability to work in a fast-paced environment and complete multiple tasks with simultaneous deadlines
- Demonstrated track record of learning quickly and being able to work independently and with a team
- Demonstrated ability to take initiative, suggest new ideas, and move tasks forward
- Available for frequent local travel (within walking distance of public transit) and occasional weeknight work
- Commitment to principles of diversity, equity, and inclusion. Preference for candidates with lived experience connected to SHF's mission.

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

- The ability to sit, stand, walk and use hands and fingers to operate a computer keyboard, mouse, and telephone to talk and hear.
- The ability to frequently sit and reach with hands and arms.
- The ability to occasionally lift and/or move up to 20 pounds.
- Must be able to utilize office equipment such as desktop/notebook computers, copiers, printers, scanners, telephones, and calculators.
- The noise level in the work environment is usually moderate.



The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of the job.

**NOTICE:** The above statements are intended to describe the general nature of the environment and level of work being performed by this job. This job description in no way states or implies that the duties and responsibilities listed are the only tasks to be performed by the employee in this job. The employee will be required to follow any other instructions and to perform any other job-related duties requested by their supervisor. This job description supersedes prior job descriptions. When duties and responsibilities change and develop the job description will be reviewed and subject to changes of business necessity.

Settlement Housing Fund, Inc. is proud to be an Equal Opportunity Employer, and considers qualified applicants without regard to race, color, creed, religion, ancestry, national origin, sex, sexual orientation, gender identity, age, disability, veteran status or any other protected factor under federal, state or local law.

**This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions expected of an employee. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of you as an employee. You may be asked to perform other duties as required.**

I have read and understand this explanation and job description.

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Printed Name/ Signature

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Date