

Real Estate Operations Manager

Cleveland Neighborhood Progress (CNP) was founded in 1988 to serve the unique role of a local community development funding and support intermediary for community development corporations (CDCs), and it is a vital partner to Cleveland's community revitalization efforts. In 1991 and 1992, the New Village Corporation (NVC) and Village Capital Corporation (VCC) subsidiaries, respectively, were established to further real estate development and lending in the neighborhoods.

CNP believes that CDCs are the best instruments to drive neighborhood revitalization. They are trusted partners in neighborhoods - closest to residents and small businesses, and they exist beyond the lifecycles of individual actors and political systems, allowing them to balance the immediate and long-term needs of neighborhoods. CNP's mission is to strengthen the community development ecosystem to foster the equitable revitalization of Cleveland's neighborhoods.

Purpose

The Real Estate Operations Manager will act as a supportive administrator for NVC regarding real estate acquisition, disposition, property management, and operational coordination. These broad responsibilities reflect the strategic goals of NVC as well as day-to-day operations and fiscal management of existing assets. Further, the Real Estate Operations Manager will communicate with neighborhood residents and community development corporation representatives as necessary. These activities will drive neighborhood equity and improve real estate outcomes in Cleveland's neighborhoods.

The Real Estate Operations Manager will act closely with, and report to, the Director of Real Estate.

Key Responsibilities

- Coordinate with Director of Real Estate and Senior Vice President for Equitable Neighborhood Revitalization
- Provide administrative support for NVC Board including but not limited to assisting with agenda package, taking notes during Board meetings, writing minutes, keeping hard and electronic files of meetings for audit purposes
- Develop internal tracking system to monitor NVC assets and costs such as property taxes, maintenance contracts, insurance, and construction and processing payments in a timely matter
- Ensure that all NVC owned assets are well maintained and secured
- Create a records retention strategy for NVC and maintain compliance for auditing procedures
- Execute service provider and contractor selection, monitor performance, and payment
- Coordinate with contractors to ensure utility connections are resolved
- Monthly monitoring of financial performance and adherence to annual project budgets or financial goals
- Develop a Standard Operating Procedures Manual for acquisition, holding, and disposition of properties
- Provide timely and accurate analysis of project, programs, and reports as required
- Assist the construction management team as required

Preferred Qualifications

- Proven success in customer service and conflict resolution
- Working knowledge of real estate and property maintenance practices
- Excellent written, verbal, and interpersonal skills
- Excellent project management skills
- Passion for CNP's mission, a commitment to equity, and a genuine desire to make a positive impact in Cleveland neighborhoods

Additional Information

- Salary range is \$50,000-65,000
- CNP provides the following for employees:
 - Option to work remotely up to two days per week
 - Medical (80% of premium paid by employer), Vision (100%), and Dental (100%) Insurance available for employees and dependents; first dollar benefits contribution for out of pocket healthcare expenses
 - Automatic 2% contribution to 401(k)
 - Fourteen paid holidays, two weeks of vacation, and sick time
 - Generous family leave policies

Apply

Interested applicants should provide a cover letter and resume to careers@clevelandnp.org.