

JOB DESCRIPTION

Position: Excellence Manager
Type: Exempt
Reports to:
Location: Washington, DC

ABOUT FARIA MANAGEMENT:

Faria Management plans finances and builds affordable housing and livable neighborhoods by arranging necessary public and private resources and by working with community leaders to structure the organizational, civic, and financial support required to make projects successful. Faria also provides consulting services for both for-profit and non-profit organizations involved in the creation and preservation of affordable housing as well as community and economic development. Since its founding in 2006, Faria Management has closed over \$900M in complex financing that has produced or preserved nearly 2,600 units of affordable/workforce housing.

POSITION DESCRIPTION:

The Excellence Manager will develop strategies as well as drum up ways to improve the overall operational culture and processes across Faria Management's portfolio. The successful candidate will lead and drive cultural change around maintenance work and management processes with said changes largely driven by data collection and analysis. You will assess maintenance and management practices and procedures and develop standards based on best practices. This position will assess site performance and identify improvement opportunities. The ideal candidate will ultimately play a key role in ensuring the portfolio's physical condition is well maintained and meets Faria Management quality standards to deliver on our mission of providing exemplary service and ensuring the Luxury Affordable standards are met throughout the portfolio.

RESPONSIBILITIES:

- Support company leadership in the implementation of company-wide initiatives.
- Enhance maintenance delivery process for tenants
- Review and refine the process by which maintenance tickets are received by Faria Staff
- Engage with the maintenance team to ensure work orders are being addressed timely
- Develop, implement, improve, and manage new and existing predictive, preventative, and corrective maintenance programs.
- Review work order metrics and system to identify service gaps and recurring issues and provide corrective actions
- Develop and update documents and document structure, perform training, and provide other required program implementation support

- Administer Maintenance Software tools to streamline performance and ensure data integrity and compliance with quality standards.
-
- This position will implement data analysis tools to assess site performance and identify improvement opportunities.
- Responsible for effective and proactive employee relations with all site staff relative to the implementation of global maintenance functions;
- Drive innovation through the development of best practices, operational and service efficiency as well as the identification of industry trends and tools that would contribute to our operational excellence goals.
- Walk sites periodically to ensure both common area and grounds are adequately maintained and pristinely restored
- Work with the Service Managers and ensure work orders, vacant unit turns, and all related concerns are addressed in an effective and timely manner.
- Work with site teams to ensure adherence to property maintenance budgets.
- Ad hoc assignments as directed

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Engineering, Architecture, Construction Management, or related field
- Excellent written and verbal communications are required
- Proficiency in Microsoft Office Suite: Excel, Word, Outlook, and Project

SUCSESFUL CANDIDATES WILL POSSESS THE FOLLOWING ATTRIBUTES:

- Projects a professional image in all aspects of work performance, which includes, but is not limited to personal habits, demeanor, and attire. Meets company standards on conduct, attendance, etc. Models Mission and Foundations.
- Demonstrated experience applying and implementing Change Management principles and methodologies that have resulted in delivering quantifiable and sustainable improvements to business operations.
- Excellent communication and influence skills
- Critical and innovative thinking
- Experience leading and participating in improvement projects while actively seeking best practices and driving processes.
- Exhibit excellent leadership, facilitation, presentation, and communication skills which allow you to influence with indirect or no authority.
- A self-starter with efficient and effective organization and project management skills
- Strong analytic skills.
- Ability to teach, coach, and train.
- Ability to travel up to 50% of your time (Washington DC)

ADA SPECIFICATIONS (Physical demands that must be met to successfully complete the essential functions of the job)

- While largely sedentary, this position requires the ability to sit, stand, and lift up to 20 lbs., speak, and hear, sometimes for extended periods of time.
- Requires the ability to use a computer and office equipment traditionally found in office settings.
- Requires the periodic ability to travel regionally, on behalf of the company.

Faria Management is an equal opportunity employer

