

## **Operations Manager – Housing and Consumer Education Center (HCEC)**

Franklin County Regional Housing and Redevelopment Authority (HRA) is seeking a qualified Operations Manager for our Housing Consumer Education Center (HCEC). HRA operates Franklin County's HCEC, which operates several programs including emergency rental assistance, housing search services, HUD housing counseling and education.

Under the direction of the HCEC Director, the Operations Manager will serve as the data manager and be responsible for ensuring compliance among all departmental staff in various databases. The incumbent will also be responsible for recommending process improvements and coordinating with the state Department of Housing and Community Development, HUD, the Division of Banks, and other Regional Administering Agencies. The incumbent will also provide oversight for HRA's HUD Housing Counseling and Education activities.

### **Qualifications:**

The qualified candidate will bring at least five years of experience in a housing, lending, real estate, or social service field, some of which may be substituted by a degree in a related field. Creative problem solving skills, the ability to communicate verbally and in writing in English, a high level of competency with the Microsoft Office suite of programs including Word, Excel, and Outlook, as well as experience with customized databases. Supervisory and/or project management experience required. HUD Housing Counselor Certification preferred or expected within first year of employment.

### **To Apply:**

HRA seeks to develop a diverse workforce and create an inclusive work environment. People from diverse racial and ethnic backgrounds, sexual orientations and gender expressions, and lived experiences of housing instability are encouraged to apply for all positions we post. Bilingual and multi-cultural applicants are encouraged to apply. Valid MA driver's license and reliable transportation required. Applicant will be subject to further screening. Excellent public employee benefits package available. Please send resume and cover letter by email to [fcrhra.hr@gmail.com](mailto:fcrhra.hr@gmail.com) or by mail to Amanda Watson, Director of Housing Consumer Education Center, 241 Millers Falls Road, Turners Falls, MA 01376.