



OPPORTUNITY HOME SAN ANTONIO
INVITES YOUR INTEREST IN THE POSITION OF
CHIEF OPERATING OFFICER

THE COMMUNITY

Approximately 1.5 million people live in the City of San Antonio, the second-largest city in the state of Texas, and the seventh-largest in the United States. Since 1970, population growth and land annexation have doubled the size of San Antonio, which currently spans more than 460 square miles.

Key industries supporting San Antonio's economy include financial services, government, healthcare, and tourism. Each year, more than 20 million tourists visit local attractions and generate millions of dollars in new revenues, creating an overall \$13.6 billion impact in the local economy. The city is also home to several military bases, at which almost 90,000 people are employed, providing an additional effect on the local economy of more than \$5.25 billion. San Antonio is home to several Fortune 500 companies and is the headquarters location for a host of large companies, including Valero Energy, Andeavor, USAA, iHeartMedia, NuStar Energy, CST Brands, and H-E-B, with other notable companies that maintain sizable presence in the city such as Hulu, Toyota, Microsoft, and Boeing.

Rich in historical ambiance and culture, the city offers residents an abundant selection of pastimes including the River Walk, the Alamo and other historic missions, Sea World, Six Flags Fiesta Texas, and the San Antonio Zoo.

Characterized by many culturally distinct neighborhoods, the City of San Antonio offers residents a wide variety of affordable housing options. The city is home to more than 30 private and charter schools and 31 higher-education facilities and has several transportation options including the San Antonio International Airport, bus and streetcar mass transit, and Amtrak national passenger rail service.

THE ORGANIZATION

Opportunity Home San Antonio, formerly known as San Antonio Housing Authority (SAHA), has provided housing opportunities to San Antonio residents for over 80 years and is among the largest housing authorities in the nation. The organization was created in 1937 and is governed by a seven-member Board of Commissioners who are appointed by the Mayor of the City of San Antonio to staggered two-year terms. The Board appoints the President/CEO who is responsible for the day-to-day operations, including supervising all staff including several officers which report directly to the President/CEO: Chief Administrative Officer; Chief Real Estate and Development Officer; Chief Operating Officer; Chief Financial Officer; Planning Officer; and Public Affairs Officer.

Opportunity Home San Antonio is committed to serving individuals and families that earn less than 30% of the area



median income by providing and preserving public housing units, creating a safer and healthier environment, and improving the quality of life for residents. Its mission is to "improve the lives of residents by providing quality affordable housing and building sustainable, thriving communities."

As a nationally recognized leader in the development of innovative and accessible low-income housing, Opportunity Home San Antonio currently serves almost 10% of Bexar County renters and touches the lives of over 62,500 people throughout San Antonio. The organization owns and manages approximately 6,000 public housing units at 74 properties; 4,300 mixed-income units at 31 properties; and 7,800 units at 36 properties through non-profit entities and partnerships. The organization administers about 13,000 federal Housing Choice (Section 8) rental assistance vouchers. Opportunity Home has nearly 700 FTEs, an annual operating budget of \$250 million, and a current value of more than \$500 million in assets.

Opportunity Home has taken an entrepreneurial approach to provide housing and improve neighborhoods throughout the City of San Antonio. The organization has utilized public/private partnerships and creative financing to fund both housing assistance and the implementation of a comprehensive neighborhood revitalization approach designed to produce jobs, increase the rate of homeownership, and alleviate poverty. In the last five years, almost 1,300 new housing units in mixed-income communities were built.

Opportunity Home is one of several housing authorities designated by HUD to participate in Moving to Work (MTW)—a national project that seeks ways to increase the cost-effectiveness of federal housing assistance, provide families with children an incentive to become economically self-sufficient, and increase housing choices for families.

The Mayor's Housing Policy Task Force produced a policy framework, which was subsequently approved by the San Antonio City Council and supports increased spending and improved procedures relative to the affordable housing market. In recent years, the Board approved \$486 million in affordable housing projects through future transactions, tax credits, and bond applications. This funding supports several projects in Bexar County and equates to more than 3,700 housing units over the next few years.

THE POSITION

The Chief Operating Officer (COO) assists the President and CEO in advancing the mission of Opportunity Home San Antonio, providing leadership in the development and implementation of the organization's housing and resident engagement goals, policies and strategic initiatives.

The COO oversees administration of the organization's public housing, assisted housing programs, operations support, as well as its resident initiatives and security. The Chief Operating Officer will report to the President/CEO, supervise approximately 400 staff and provide oversight for a budget of approximately \$200 million.

Essential duties of the Chief Operating Officer include supervising and evaluating the performance of assigned personnel, including five divisions: Assisted Housing Programs; Public Housing; Resident Engagement; Security; and Operations Support.

Assisted Housing Programs

Oversee the direction and coordination of the activities of the Assisted Housing Programs Department (approximately 13,000 vouchers), including the Housing Choice Voucher Program, Moderate Rehabilitation Program, and other Special Programs, as well as the Inspections unit.

Public Housing

Oversee the formulation, development, direction, administration and management of the activities of the Public Housing portfolio (approximately 6,000 units). Responsibilities include admissions and occupancy, maintenance activities, execution of the annual capital improvement budget, and grants administration and monitoring.

Resident Engagement

Oversee the Resident Engagement department in their performance of consultative and technical work in the planning, development, and implementation of the organization's community economic development programs, designed to integrate Opportunity Home's housing, economic and social development goals.

Security

Oversee the Security department with responsibility for maintaining a safe and secure environment for clients and employees, managing security operations and security personnel, coordinating with local law enforcement agencies and neighborhood groups to enhance safety and security at Opportunity Home's housing communities, and developing and implementing comprehensive safety plans in collaboration with property management operations.

Operations Support

Oversee the Operations Support department in their performance of policy, training, data analysis, program financial management, customer service, and program wait list.

Additional duties and responsibilities of the COO include:

- Lead, direct and provide oversight of Opportunity Home's core housing operations including: Housing Choice Voucher Program and Special Programs, Public Housing, Operations Support, Security, and Community and Resident Initiatives.
- Establish strategic and operational goals, cross-departmental projects and objectives in support of the organization's mission, priorities, and strategic initiatives.

- Anticipate business, financial, funding, and regulatory changes and trends in order to ensure the organization plans accordingly.
- Make sound decisions on resource allocations to ensure the financial integrity and viability of the organization's budget.
- Maintain strong positive relationships with state and federal agencies and community partners and stakeholders.
- Communicate with members of Congress, federal, state and local governmental officials, resident organizations, community organizations, business firms and news media regarding organization matters.
- Assist in leading, supporting and formulating the organization's future direction and support tactical initiatives.
- Advocates for and drives decision-making and discussion that helps create medium-term and long-term organizational improvement.
- Reviews key strategic priorities and helps translate them into strategic plans, strategic goals, and operational objectives.
- Understands and reports project performance against goals and helps the organization take corrective action when necessary.
- Motivates and leads a high performing management team; attracts, recruits and retains required members of the senior team not currently in place; and, provides mentoring as a cornerstone to the management career development program.
- Fosters a success-oriented, accountable environment within the organization.
- Completes all duties as assigned or requested as outlined in operational and procedural guidelines. These guidelines are maintained and issued in the event of an emergency situation that arises at a property or any other location that serves our residents or employees.
- Participate in Trauma Informed Care (TIC) initiatives to include training, workgroups, project assignments, etc., that are launched or implemented in order to achieve and/or maintain certification as a TIC organization.
- Participate in initiatives to include training, workgroups, project assignments, etc., that are launched or implemented in order to



create awareness, foster, cultivate and preserve a culture of equity, diversity, and inclusion.

- Recognize the significance of a data driven organization that adheres to expanded policies and practices in the area of data governance. Learn the distinct and different roles to include: Data Trustee, Data Domain Stewards, Data System Custodians, Data Stewards and Data Users.
- Effectively collaborate with the various data roles as needed on a daily basis or in a project capacity.
- Other duties as assigned.



Must be computer proficient and able to learn and use various software and cloud applications. Ability to read, write, and speak Spanish also preferred. Must have the ability to earn certifications as required by assigned tasks. Must have a Texas Class "C" driver's license at the time of placement and be insurable by the organization's liability and fleet insurance carrier. Successful completion of a criminal background check, education and work history verification, and drug screening test is required.

COMPENSATION

Starting salary will be dependent upon qualifications. Opportunity Home San Antonio offers an attractive benefits package. The State of Texas does not have a state income tax.

IDEAL CANDIDATE

The successful candidate will be a professional, innovative team leader with a collaborative management style whose values align with the organization's—Compassion, Equity, and Excellence. The selected candidate will support staff and encourage ideas, development, and training while promoting accountability and setting high-performance standards.

The selected candidate will be approachable, personable, and able to build trusting relationships with a variety of stakeholders. Must have exceptional communication and interpersonal skills and the ability to succeed in a diverse, fast-paced environment.

Requirements include a Bachelor's degree in Business, Political Science, Finance, Urban Planning, Economics, Public Administration or a related field; Master's degree is preferred. Must have at least ten (10) years industry experience with at least five (5) years at an executive level of administrative or operational oversight in housing and community development or a related industry.

TO APPLY

If interested in this outstanding opportunity, please visit www.srnsearch.com for more information and to apply online. Position is open until filled. Resumes will be screened according to the qualifications outlined above. Screening interviews with the most qualified applicants will be conducted by S. Renée Narloch & Associates to determine a select group of finalist candidates who will be asked to provide references. References will be contacted only following candidate consent. Final interviews will be held with Opportunity Home San Antonio. Candidates will be advised of the status of the recruitment following the selection of the Chief Operating Officer. Questions regarding this recruitment may be directed to:

S. Renée Narloch, President
S. Renée Narloch & Associates
info@srnsearch.com | 850.391.0000
www.srnsearch.com

Pursuant to Texas Open Records law, applications and resumes are subject to public disclosure. Opportunity Home San Antonio is an Equal Opportunity/ADA Employer.

