

# Nevada Affordable Housing Assistance Corporation

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## JOB DESCRIPTION

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**POSITION TITLE:** Operations Manager

**CLASSIFICATION/STATUS:** Exempt / Salaried

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**REPORTING RELATIONSHIP:** CEO/COO

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**POSITION SUMMARY:** Responsible for the direction and supervision of operations related to fulfillment of the organization's goals and mission. These activities include but are not limited to organizational development, relationship management with third parties, income and expense control, oversight of quality control, high quality of application and eligibility processes, compliance, oversight of data management, funding processes, and post-fund management.

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### RESPONSIBILITIES AND DUTIES:

1. Coordinate with management team to develop and maintain a program budget consistent with realistic production and operational assumptions.
2. Communicate program results, including program needs, to associates and management on a consistent basis, utilizing management reports and associate feedback.
3. Ensure consistency in operational processes and meet outlined expectations.
4. Direct and support activities of processing-eligibility teams to effectively manage and coordinate each step of process with effective use of software programs and systems.
5. Lead and support efforts to attract, develop and maintain relationships with servicers and external agencies.
6. Develop and participate in required trainings.
7. Develop, maintain, and maximize relationships with vendors to ensure receipt of a high-quality effort and reports at a low cost.
8. Develop and analyze program documents such as Term Sheets, plans, spreadsheets, and reports.
9. Allocate required resources and assist in overseeing development of facilities, systems, and financial budgets for the program and projects.
10. Attend and participate in selected state, national and regional meetings to support program and relationship development while staying current with market trends.
11. Stay current on market conditions, including market movement and regulatory issues to maximize opportunities and minimize risk.
12. Recruit and retain well-qualified associates to support business development and transaction management functions.
13. Exercise discretion and independent judgment in each job duty, including the foregoing.

**The duties and responsibilities described above may provide only a partial description of this position. This is not an exhaustive list of all aspects of the job. Other duties and responsibilities not outlined in this document may be added as necessary or desirable, with or without notice.**

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### QUALIFICATIONS AND REQUIREMENTS:

1. Bachelor's degree in a related field or equivalent experience preferred.
2. Experience working with grants, and applicable reporting and compliance.
3. Must have excellent verbal, written, and interpersonal communication skills.
4. Proficient in Microsoft Office products, including but not limited to Word, Excel, and Outlook
5. Seven to ten years of experience in the financial or counseling industry is required.
6. Familiarity with all aspects of the mortgage loan industry, including origination, processing, underwriting, and funding; thorough knowledge of compliance and audit processes.
7. Must have a good working knowledge of the servicing industry.

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8. Demonstrated managerial and leadership skills with excellent communication, relationship management, and sales skills; proven ability to effectively manage people, processes, and delegate tasks while creating and fostering a productive, fun team environment.
  9. Must be comfortable with technology solutions and possess strong computer skills.
  10. Well-developed ability to manage multiple tasks/projects and deadlines simultaneously.
  11. Strong organizational skills and detail orientation.
  12. Ability to maintain strict confidentiality and discretion.
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### PHYSICAL DEMANDS:

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

1. The individual is required to regularly sit at a computer and enter data for extended periods of time.
  2. The individual is required to listen and talk to individuals and before groups in the performance of the job.
  3. The individual is regularly called upon to deal with stressful situations and a high work volume.
  4. The individual is regularly required to stand, walk, and drive for extended periods of time.
  5. The individual is occasionally required to bend, stretch, and use hands to handle or feel objects, tools, or controls and to reach with hands and arms.
  6. The individual is occasionally required to lift 25 lbs.
  7. Position requires some travel and scheduling flexibility.
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### JOB DESCRIPTION ACKNOWLEDGMENT:

I have received a copy of my job description dated \_\_\_\_\_. The job description describes the duties and responsibilities which apply to me. I agree to read the job description and understand it may be amended as company conditions or requirements necessitate. In that case, changes will be communicated to me.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (printed)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

**Please keep a copy for your records**

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