



Position Title: Vice President, Operations and Facilities Management
Department: Executive
Reporting to: President and Chief Executive Officer
Date: August 2021

Opportunity: To Continue to Lead and Serve – in support of our nation’s military Veterans. A unique and high-impact position for an experienced former military leader, to make a REAL difference.

Position Summary:

The New England Center and Home for Veterans (NECHV) is the nation’s premier, and one of its largest private, community-based human services providers to Veterans experiencing challenges in their lives following military service. The Center’s Downtown Boston, 135 thousand square foot, \$35M flagship facility serves as a national model and vital resource for Veterans. The Center serves more than 1500 Veterans annually, and its facility supports the work of a staff of over 90 dedicated and passionate professionals, whose mission is to care for and support those who have served.

The NECHV is seeking a key member of its executive leadership team, in its Vice President of Operations and Facilities Management. The VP of Operations and Facilities Management will help the Center achieve new levels of excellence in service to Veterans; oversee every aspect of its state-of-the-art facility; and ensure its mission success.

Position Responsibilities:

- Help lead the NECHV as a key member of the Executive Leadership Team
- Oversee every aspect of the Center’s Operations, including direct Veteran services, facilities, housekeeping and residential services, transportation, access and security
- Lead the Operations Team in aligning and working with all Center Departments to provide complementary support and an optimal Veteran customer/consumer and Staff experience
- Oversee the day-to-day Property Management for an integral 100-unit Veteran Permanent Supportive housing enterprise
- Ensure excellence in meeting of all compliance, certification, regulatory, public safety and professional service requirements
- Active leadership in both internal and external Veteran service and advocacy initiatives
- Interface with governing Board and its committees to realize strategic goals
- Serve as an inspiration and resource for the Veterans who NECHV supports

Position Qualifications:

- Extensive military leadership experience
- Progressive experience in Operations management, Facilities, Program/Project management or equivalent
- Bachelor’s Degree required, Graduate Degree preferred
- Proven leadership ability to drive and deliver a model of service based on continuous quality improvement
- Experience mentoring, coaching and improving team dynamics and individual team members
- Ability to operate at a strategic level as well as the hands-on operational and tactical levels
- Proficient in Microsoft Office applications and comfortable with technology
- Demonstrate a commitment to delivering excellent customer service to Veteran residents and colleagues
- Excellent communication skills both written and verbal
- Veteran status preferred
- Business and/or Non-Profit experience a plus

Interested candidates should email a cover letter and resume to jobs@nechv.org