

employment opportunity

Chief Operations Officer

at



Location: Nashville, Tennessee

presented exclusively by

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to apply: bit.ly/UHS-COO-apply

employment opportunity: Chief Operations Officer at [Urban Housing Solutions](#)

Urban Housing Solutions is hiring a Chief Operations Officer

***Peter Gray Executive Search is Urban Housing Solutions'
exclusively retained partner for this executive search***

about Urban Housing Solutions

[Urban Housing Solutions](#) is Nashville, Tennessee's largest nonprofit affordable housing provider.

Founded in 1991 by [Rusty Lawrence](#), UHS develops and manages attractive, accessible apartment communities for Nashville's homeless, low income, and workforce populations. With a focus on energy efficiency and a commitment to community development, UHS both constructs new buildings and transforms aging properties. With around 50 employees and a \$13 million budget, UHS remains dedicated to providing affordable homes in supportive communities.



Beyond its 1,600+ apartments in 36 properties, UHS has helped over 8,000 Nashvillians in compassionate, forward-thinking ways. In partnership with other nonprofits and government organizations, UHS offers transportation access, medical and mental health support, substance abuse recovery, and civic services. Through this continuum of care, UHS seeks to positively impact families and enhance Nashville neighborhoods.

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Nashville's affordable housing crisis ... and solution

Nashville is one of the [fastest-growing cities](#) in the US, with over three hundred new residents arriving every week. Offering an abundance of culture, a temperate climate, and a distinct quality of life, Nashville and its thriving suburbs appeal to a diverse mix of college students, young adults, growing families, musicians, retirees, and workforce jobseekers. And, while the city is more affordable than many metro areas, its increasingly competitive housing market has become a financial burden for many locals.

Nashville ranked one of America's fastest-growing cities in new report

"These cities and towns often undergo a significant population increase and witness a surge in economic activity due to various factors."



By Caleb Wethington

Published: Jul. 11, 2023 at 10:41 AM CDT

Today, too many people in Nashville lack a safe, stable and affordable place to call home. Anyone earning less than 60 percent of the city's median income – that is, an individual earning less than \$42,000 a year – now struggles to find and maintain a Nashville residence while providing for their household's most basic needs. Reports from the mayor's office predict the affordable housing shortage will rise to nearly 31,000 units by 2025. These startling numbers will only change with aggressive action to expand homeless, low-income, and workforce housing options.

Urban Housing Solutions is committed to helping solve Nashville's affordable housing crisis. UHS plays a vital role in the strength and success of Nashville neighborhoods by partnering with individuals, families, and businesses to address unmet housing needs. Providing affordable homes in supportive communities, UHS is more than the buildings it develops. UHS is a community advocate: connecting homeless, vulnerable, and underemployed residents with accessible housing and critical services. See the [UHS 2022 Impact Report](#)

Text from: [Urban Housing Solutions - Nashville's Housing Crisis](#)

Urban Housing Solutions' mission, vision, and values

Mission: To provide affordable homes in supportive communities for unhoused, low-income, and working Nashvillians.

Vision: Urban Housing Solutions is a local nonprofit working to solve Nashville's affordability crisis. We know that having safe, stable and attainable housing in Nashville will create a stronger city for future generations. We've already developed over 1,600 housing units, and we are committed to doing all we can to help keep Nashville a place where everyone is welcome – regardless of their income.

Values:

- Honoring the dignity of all stakeholders.
- Maintaining a growth mindset.
- Promoting accountability.
- Exercising transparency.
- Enhancing a contextual awareness of history, systems, structures, and needs.

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Urban Housing Solutions properties

Urban Housing Solutions' [real estate portfolio](#) includes over 1,600 apartments in 36 properties across Nashville. The diverse array of property types and residents served reflects UHS's innovative property strategies and care solutions.

A few examples:



Those served across the UHS portfolio include:

- The homeless community
- Nashville's workforce
- Young professionals and artists
- The deaf and hard-of-hearing community
- Adults with intellectual and developmental disabilities
- Families with children
- The HIV / AIDS community
- Individuals in drug and alcohol recovery

about the position

The Chief Operations Officer of Urban Housing Solutions oversees and directs all business operations and people in the Residential Services, Facilities, Compliance, and Property Management teams, comprising over three-quarters of the organization. As second in command to the Chief Executive Officer of UHS, the Chief Operations Officer must build trust with community and business partners and ensure legal and ethical guidelines are followed while remaining focused on business performance and continuity. UHS emphasizes a team approach to perform job responsibilities that are consistent with fulfilling its mission, values, and vision.

See the full [position description](#). Essential responsibilities include:

People leadership and management

- Provide leadership, guidance and supervision to the Resident Services, Compliance, Facilities and Property Management teams, relaying pertinent information to leadership.

Financial management

- Oversee the annual budget development process for all UHS properties and Resident Services team.
- Establish budgets and management practices for new real estate developments, and monitor annual property budget performance for variances.
- Hold monthly financial performance reviews with the Finance team.
- Monitor market conditions and set rent levels.

Board and strategic plan engagement

- Track monthly performance measures against the strategic plan, and report key findings to leadership and the Board.
- Present progress updates on strategic goals and objectives at quarterly Board meetings.
- Develop company goals in alignment with strategic objectives annually with leadership and the Board.
- Serve as staff leadership liaison to the Operations & Resident Services Committee, engaging with the UHS board member chairing that committee.

External engagement

- Serve as a primary ambassador and public face for the company – attending networking events, sitting on trade organization committees, presenting at conferences, etc.
- Participate in recruiting and interviewing to ensure that Urban Housing Solutions is an employer of choice.

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experience sought

- Extensive experience in affordable housing management and community development, including significant property management experience in public/nonprofit housing.
- Extensive experience in developing and implementing strategic and business plans and supervising multiple staff.
- Experience developing policies and procedures for residential property management and residential services.



- Working knowledge of budgeting, human resources management, and project development.
- Microsoft Office Suite proficiency. General computer literacy for daily email, word processing, data entry, spreadsheet use, graphics, etc.
- Bachelor's degree or higher in business, management, urban planning and development, or a related field preferred. Comparable experience will be considered.

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personal qualities sought

- Consistently strong leadership skills and decision-making ability.
- Strong analytical, critical thinking and problem-solving skills, especially in high pressure situations.



- Strong verbal and written communication skills.
- Strong detail orientation and organizational skills, with the ability to handle multiple, simultaneous tasks effectively and efficiently, prioritize workload, and meet deadlines.
- Strong aptitude for self-directed work.

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office location: Nashville, Tennessee

Urban Housing Solutions serves greater Nashville, with an [office](#) located in an [1890 brick house](#) in East Nashville's Historic Edgefield neighborhood.



The Chief Operations Officer position requires a regular in-person presence in the office. Urban Housing Solutions supports hybrid work, allowing one day per week of work-from-home for new hires after an initial ramp-up period, and potentially more remote flexibility after the first year of employment. The COO job also requires driving around greater Nashville as needed to visit properties and engage with onsite staff, contractors, and partners.

This is a national search, and Urban Housing Solutions is ready to offer financial assistance for relocation.

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about Nashville, Tennessee

Nashville, Tennessee is a vibrant city of over 650,000 residents. Its metro area is home to over 2 million residents, making it Tennessee's largest city and largest metro.

Nashville is the capital of Tennessee, home to [Vanderbilt University](#), and a vibrant cultural center. Renowned for its iconic country music roots, Nashville offers an eclectic mix of live performances at the historic [Ryman Auditorium](#) and the [Grand Ole Opry](#).

Beyond music, Nashville boasts a burgeoning [restaurant scene](#), with Southern cooking and diverse world cuisines served in trendy eateries and traditional hotspots alike. Its thriving [arts venues](#) include museums, galleries, and a lively downtown area brimming with [nightlife](#). Lush [parks and outdoor spaces](#) provide a serene escape or vigorous activity options.



Nashville's local economy and job market are consistently ranked among the strongest in the US. Recent recognition includes [Best Market to Buy a Home in 2023](#), [#1 Market to Watch in 2023](#), and [Hottest Job Market in 2022](#) (See Nashville [rankings](#)). Davidson County (metro Nashville) has just [2.8% unemployment](#). (Compare to unemployment rates of [3.2% statewide](#) and [3.7% nationwide](#)). National and global companies headquartered in metro Nashville include [HCA Healthcare](#), [Dollar General](#), [Tractor Supply](#), [Community Health Systems](#), [Delek](#), [Louisiana-Pacific](#), [Brookdale Senior Living](#), and many more.

With no personal income tax on earnings in Tennessee, Nashville offers a lower [cost of living](#) than many desirable metros.

Nashville's racial and ethnic [demographics](#): 71% non-Hispanic White, 15% Black, 7% Hispanic, 3% Asian, 4% other. (Data for Nashville's Metropolitan Statistical Area)

Business and civic organizations active in Nashville include the [Nashville Downtown Partnership](#), the [Nashville Area Chamber of Commerce](#), the [Nashville Black Chamber of Commerce](#), the [Nashville Area Hispanic Chamber of Commerce](#), and the [Tennessee Pride Chamber](#).

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salary and benefits

Urban Housing Solutions' Chief Operations Officer position has a salary range of \$130,000 - \$150,000.



Urban Housing Solutions' [employee benefits](#) include employer-subsidized group health plan; dental and vision plans; life and supplemental insurance; 401(k) retirement plan with a generous employer match; health savings account; and generous paid time off.

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interested?

Please [apply confidentially](#): bit.ly/UHS-COO-apply

Deadline: rolling. The position is open until filled. It was announced on **January 16, 2024**. Rather than setting an application deadline, we are considering applications and holding interviews on a rolling basis. For best consideration, please apply promptly; and please complete all questions in the application, including the cover letter/personal statement. Our goal is to fill this position by **April 2024**.



Urban Housing Solutions has exclusively retained [Peter Gray Executive Search](#) to conduct the search for its new Chief Operations Officer. Peter Gray Executive Search is a social impact executive search firm.

Urban Housing Solutions and Peter Gray Executive Search are equal opportunity employers, committed to attracting candidates representing a diverse range of backgrounds. Urban Housing Solutions strongly believes it benefits from the perspectives and talents of a racially and culturally diverse staff.

about peter gray executive search



Peter Gray (he/him) is a recovering Wall Street recruiter who now recruits social impact leaders and fights bias in hiring.

As founder and CEO of [Peter Gray Executive Search](#), he guides nonprofit organizations and social impact employers through [leadership succession](#) and other [strategic hiring](#). He also [trains](#) employers on diversifying hiring outcomes, and [coaches](#) individuals on overcoming bias in job search and career advancement.

Peter began his career in executive search at Korn Ferry in New York City. He gives back as a volunteer adviser, fundraiser, and board member for nonprofit and civic organizations. He chairs the Boys & Girls Clubs of Dane County's [Move 'n' Groove for Boys & Girls Clubs](#) campaign, which has raised over \$10 million for youth development.

Peter holds a BA from Harvard University, and an MBA from Columbia Business School.

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