

**IFF**  
**Position Description**

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<b>Title:</b>	Managing Director of Regional Real Estate Services
<b>Department:</b>	Real Estate Services (RES)
<b>Department Purpose:</b>	The Real Estate Services Department provides a wide range of real estate consulting and development services both internally and externally, in order to manage and assist with planning, financing, design construction and development of facilities for nonprofit clients.
<b>Reports to:</b>	Senior Vice President of Real Estate Services

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### **The Organization**

IFF improves the world by strengthening nonprofits and the communities they serve. As a mission-driven lender, real estate consultant, and developer, IFF helps communities thrive by creating opportunities for low-income communities and persons with disabilities. Key to our success has been a deep sense of purpose, a broad perspective, and a relentless focus on achieving positive results. Across the Midwest, we help clients from every sector, including human service agencies, health centers, schools, housing developers, and grocery stores.

Staff contributes its extensive business experience with an unrivaled connection to the mission of IFF and the nonprofit clients it serves. IFF is looking for candidates with a commitment to the work it does and can demonstrate their creativity, detail-orientation, diligence, efficiency, enthusiasm, flexibility, organization, thoughtfulness, and sense of humor.

### **Basic Job Function**

The Managing Director of Regional Real Estate Services works closely with the Senior Vice President of Real Estate Services (SVP of RES) to provide leadership and ensure the efficient and successful operation of the regional RES offices. The Managing Director divides his or her time between managing staff and projects, working on multiple real estate projects simultaneously; participating in departmental planning meetings for projects and staff resource scheduling; The Managing Director oversees the regional directors of RES, senior project managers, project managers, senior owner's representatives, owner's representatives, project associates, and consultants who serve in those roles. The Managing Director has primary responsibility for maximizing the efficiency of real estate services in order to achieve financial goals and maintain a high level of staff performance, quality of service and consistency of output. The Managing Director also has direct responsibility for cultivating and securing business and participating in the development of strategies to strengthen and grow the department in alignment with the strategic plan.

**Duties and Responsibilities:**

1. Independently manages and develops RES Project Managers (PMs) & Owner's Representatives (ORs) whom are located across the IFF geographic footprint.
  - a. Supervises assigned staff including scheduling and job assignment, counseling and coaching, staff development and training, performance evaluation, and professional development, and, if necessary, disciplinary actions, in accord with the IFF's personnel policies and procedures and with input and support from the SVP of RES.
  - b. Ensures work products meet standards for quality and, if needed, works with individual staff to improve.
  - c. Acts as a general resource for answering questions, troubleshooting and solving problems when they arise, and providing guidance and training to staff.
  - d. Trains new staff and, in conjunction with the SVP of RES, recruits new team members.
  - e. Develops and improves systems and procedures for project tracking and team management within RES and oversees training of RES staff in these systems and procedures
2. Acts as a leader providing support to the SVP of RES in leading and growing the department.
  - a. Conducts analysis, identifies opportunities, and develops strategies in conjunction with the SVP of RES in order to efficiently grow the department for maximal financial viability and effectiveness in meeting IFF-wide goals.
  - b. Assists in preparing an annual business development strategy and plan and sets goals with input from the SVP of RES, Regional Executive Directors, and other IFF departments.
  - c. Participates in and/or leads development of new tools and/or initiatives.
  - d. Identifies opportunities and undertakes appropriate outreach and business development activities to obtain real estate business.
  - e. Establishes relationships with key influencers and others who may be referral sources.
  - f. Meets with potential clients, conceives of and develops consulting proposals, and follows-up as necessary to obtain contracts.

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- g. Recommends contract pricing in order to ensure contract amount is commensurate with anticipated effort and cost.
- 3. Assumes operational responsibility for RES staff workload planning, project assignments, and project financial management across the RES region.
  - a. Works with the SVP of RES and RES staff to forecast staffing needs.
  - b. Assigns staff to projects for most effective use of skills and resources.
  - c. Facilitates meetings with staff in order to develop and implement strategies to improve RES efficiency and best utilize full scope of resources.
  - d. Tracks staff and team progress on projects to ensure maximal efficiency, project future availability and financial sustainability.
  - e. Ensures smooth transition of projects between Project Managers and Owner's Representative staff as projects evolve from planning to development.
  - f. Manages program-level contract budgets and schedules to ensure strong fiscal condition and timely project completion.
- 4. Provides project management for certain key or strategic projects or initiatives.
  - a. Directs and completes key aspects of real estate consulting and development projects and oversees contracts with subcontractors performing work on IFF's behalf.
  - b. Coordinates all aspects of project management for each project including scheduling internal and external meetings as appropriate, following project steps that have been delineated, managing project team members, ensuring that project goals and milestones are being met
- 5. Maintains required job knowledge and skills and core professional competencies. Attends and participates in required educational programs and staff meetings.
- 6. Performs other duties as assigned.

### **Performance Measures:**

- 1. Manages and leads staff for maximum productivity.
- 2. Creates an environment where staff members are motivated and enthusiastic about performance of their work.
- 3. Meets or exceeds revenue, contract, and growth goals.

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4. Support business development efforts to ensure RES growth
5. Receives high reviews from customer satisfaction surveys.
6. Implements department onboarding program for new employees and develops ongoing training efforts for all staff.
7. Continually seeks efficiency and other improvements in all operations.
8. Maintains highest standard of excellence in all RES work products.
9. Plays key role in communicating and coordinating with other IFF departments to meet strategic organization goals.
10. Assumes a leadership role internally and externally and maintains excellent relationships with colleagues, peers, and others.
11. Provides meaningful input on departmental strategies and financial management and successfully leads assigned projects.
12. Successful completion of projects according to goals set forth for each project, the project budget and schedule, and the RES department's policies and procedures. Completed projects meet highest quality standards.
13. Ensures that written reports are complete, accurate and clear and follow policies and procedures.
14. Ensures that internal and external meetings are facilitated in an organized way and are meaningful to the participants, with outcomes of these meetings analyzed and well presented.

### **Position Qualifications:**

Education: Bachelor's degree required. Master's degree in real estate, planning, policy, business, social science or social work preferred.

Experience: At least ten years of experience in economic or community development, real estate analysis or development, financial analysis, or construction management with increasing responsibility and management and supervisory roles. Business development and policy experience preferred.

#### Special Knowledge & Skills:

Direct experience with all aspects of real estate development projects, from planning and feasibility stages through design and construction, including project proformas, program development, and identification of financing sources.

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Experience in management and leadership roles, including managing staff across a wide footprint.

Proven ability to identify, secure and maintain business relationships. Experience working with clients and maintaining good client relationships.

Capacity to act as a leader on both internal and external projects.

Direct project management experience. Proven experience working with a team to conceive and implement multi-faceted projects.

Ability to motivate staff to achieve a high level of performance.

Analytical and strategic skills; ability to plan, manage and implement multiple projects; ability to plan, research, and implement complex projects.

Excellent communication (written and oral) and interpersonal skills.

Strong financial, analytical, and writing skills.

Good understanding of finance and lending.

Ability to learn and use a wide variety of computer software related to project management, including word processing, PowerPoint, database programs, spreadsheet and project management packages.

Unusual Physical Requirements: Frequent travel is required for the Managing Director – Regions, specifically to support regional staff with project management and business development. Additionally, the Managing Director will have occasion to visit abandoned buildings and vacant lots and inspect, as well as inspection of construction project sites for progress.

Occasional evening and weekend work may be required.

*IFF is an equal opportunity employer.*

**Application Instructions:** Please submit a cover letter, resume and salary requirements to [jkraemer@iff.org](mailto:jkraemer@iff.org) with “Managing Director of Regional Real Estate Services” in the subject line.