



# Neighborhood Housing Services of San Antonio

**Position:** Policy & Operations Manager

**Job Type:** Full-Time

**Salary:** \$75,000 Annually

**Opening Date:** January 26, 2026

**Close Date:** Until filled

## **ORGANIZATION OVERVIEW:**

Neighborhood Housing Services of San Antonio (NHSSA) is a non-profit community development corporation dedicated to building successful families and communities through comprehensive housing opportunities. For nearly four decades, NHSSA has been a vital resource in the San Antonio area, empowering individuals and families to achieve their housing goals. As a HUD-certified Community Housing Development Organization (CHDO) and a US Treasury-certified Community Development Financial Institution (CDFI), NHSSA's core activities include the development of affordable housing, provision of first-time homebuyer down payment assistance and mortgage lending, management of rental properties, and delivery of homebuyer education and counseling services. Our mission is to revitalize neighborhoods, enhance the quality of life for residents, and create pathways to financial stability through affordable housing solutions.

## **POSITION SUMMARY:**

Neighborhood Housing Services of San Antonio seeks a dynamic and experienced Manager of Policy & Operations to provide strategic leadership and operational oversight for the organization. Reporting to the Executive Director, the Manager of Policy & Operations will be responsible for advancing NHSSA's mission by effectively managing its various policies, processes and compliance by ensuring adherence to laws and regulations, fostering staff collaboration and driving operational improvements. This role requires an innovative leader with a strong background in policy development and implementation, nonprofit management and grant experience.

## **ESSENTIAL RESPONSIBILITIES:**

*The position essential responsibilities listed below describe the general scope of work. Other responsibilities, duties, and skills may be required and assigned as needed. These responsibilities require a consistent presence in the work environment on a regular basis, and regular attendance must be maintained.*

- Monitor, analyze and interpret changes to federal, state and local regulations and laws to ensure ongoing compliance and alignment.
- Keep abreast of trends and best practices in affordable housing, community development, and nonprofit management.
- Lead continuous improvement initiatives and operational efficiency efforts through methods such as workgroup facilitation, workflow mapping, creating standard operating procedures and more.
- Lead collaborative efforts with staff and leadership to develop and implement new or improved organization policies, including but not limited to bylaws, home loan, development and employee policies.
- Create, update and manage internal and public-facing materials as needed to ensure alignment with the organization's policies and compliance requirements.



# Neighborhood Housing Services of San Antonio

- Create and manage training materials and provide staff training on new or updated processes, procedures, documentation management and policies.
- Review grant agreements to identify legal and compliance requirements and advise leadership. Develop the necessary tools to track requirements and provide progress reports.
- Implement and maintain internal processes, tools and policies to strengthen grants management and compliance.
- Provide training and technical assistance to staff on grant and reporting compliance.
- Assist with annual grant reporting, audits and compliance tasks.
- Lead, or assist with, funding and project applications as needed.
- Lead the development of NHSSA's annual impact report.
- Create public communication/media as needed and advise on public communication best practices and language.
- Prepare documentation, reports, summaries, presentations, and communication for the Board of Directors.
- Work with the Board of Directors as needed on board-directed changes.
- Collaborate with staff and leadership to ensure the success of the organization.
- Foster a positive, collaborative and results-oriented organizational culture.
- Represent NHSSA in the community, building and maintaining strong relationships with local government, funders, partners and stakeholders.
- Other duties as assigned.

## SKILLS

- Passion for and deep understanding of affordable housing and community development challenges.
- Strong strategic thinking, problem-solving and decision-making abilities.
- Excellent communication skills, both written and oral, with the ability to effectively engage diverse audiences.
- Thorough understanding of nonprofit governance, compliance and best practices.
- Ability to manage multiple complex projects simultaneously and meet deadlines.
- Proficiency in relevant software applications (e.g., Microsoft Office Suite, Lucidchart, client management software, etc.).
- Ability to effectively collaborate on shared documents.

## NHSSA'S CORE COMPETENCIES

1. **Communication:** Clearly convey information and listen to clients, peers and leadership.
2. **Teamwork:** Collaborating effectively with peers and leadership to achieve the organizational goals.
3. **Accountability:** Taking responsibility for actions and results.
4. **Problem solving:** Analyzing situations, thinking through potential solutions, and making effective recommendations to leadership.

## REQUIRED QUALIFICATIONS

### Education:

- Bachelor's Degree or higher level of education with a major in Public Policy, Public Administration, Business Administration or related field.



# Neighborhood Housing Services of San Antonio

## Experience:

- Minimum of 3 years' experience at a nonprofit organization, preferably within community development, affordable housing, or a related field.
- Expertise in researching and analyzing federal regulations and state/local laws.
- Experience developing and implementing organization and/or program policies.
- Experience designing and implementing operational processes and procedures.
- Experience in managing professional relationships with local organizations, funders and community stakeholders.

## PREFERRED QUALIFICATIONS

- Bilingual, including the ability to speak, write and read in Spanish.
- Experience working effectively with a Board of Directors.
- Proven ability to lead, manage and develop staff.
- Expertise in federal affordable housing programs.
- Understanding of rental property management, including an understanding of landlord-tenant laws and property maintenance.
- Understanding of home lending practices.
- Experience utilizing methods of change management.

## HOW TO APPLY:

Interested candidates should submit a cover letter detailing their qualifications and vision for the role, along with a comprehensive resume, to the Executive Director at [talent@nhs-satx.org](mailto:talent@nhs-satx.org).

**Submission deadline is 5pm (Central) on February 13, 2026.**

## EMPLOYMENT OPPORTUNITY

Any questions on this recruitment should be emailed to [talent@nhs-satx.org](mailto:talent@nhs-satx.org).

*Neighborhood Housing Services of San Antonio is an Equal Opportunity Employer and actively seeks a diverse pool of candidates.*