Greenline Housing Foundation

Director of Programs & Operations

Reports to: Chief Executive Officer
Status: Full-time, exempt
Date: October 1, 2026
Location: Hybrid (In-person, Pasadena, CA / Remote)

About Us

Founded in 2020, Greenline Housing Foundation is a Pasadena, CA-based housing nonprofit with a mission to close the racial wealth and homeownership gaps, and reverse the effects of systemic racism in housing that have occurred through practices such as redlining and other forms of legal housing discrimination. This mission is achieved in three ways: **Homeownership Access** through down payment grants and real estate development for a pathway to homeownership; **Homeownership and Community Preservation** through estate planning, legal services, home maintenance grants, and landbanking; and **Financial Education**.

At the heart of Greenline's work is a deep spirit of community. Greenline prides itself on being more like a family member to homeowners - not a transactional organization - and this ethos is shared across the entire organization. Since the 2025 Eaton Fire, Greenline has emerged as one of Altadena's most trusted community partners, providing critical interim housing, gap financing for property owners rebuilding their homes, and a land-banking initiative that keeps Altadena land in community hands rather than the hands of speculative developers, and allows Greenline to develop the properties as a pathway to affordable homeownership.

In the two years following the fire, Greenline's revenue grew dramatically, with the vast majority of growth driven by fire recovery. At the same time, Greenline's pre-fire homeownership access and preservation initiatives have continued to expand, creating a need for strong strategy, systems, and infrastructure to support this broader scope of work as the organization seeks to evolve from a largely entrepreneurial one - whose programs and processes are driven by the knowledge and practices of individual team members - into one supported by durable programs, processes, and institutional systems.

Position Summary

At its core, this role is a builder and a strategist, responsible for translating Greenline's growing body of work into scalable, effective, and sustainable programs. This role will help set programmatic and operational direction, develop new initiatives, strengthen existing programs, and build the systems, infrastructure, and compliance needed to support growth over time. This position will have a significant leadership role within the organization, supervising the Program Managers, coordinating across

departments within the organization, and managing both internal operations and select external relationships.

A central area of responsibility will be the development and systematization of Greenline's homeownership programs, in developing a comprehensive framework for the homeowner journey - from initial engagement and grant application through purchase and beyond - capturing key touchpoints, data, processes, and qualitative information at each stage. This framework will serve as a living blueprint for the program, and will give current and future staff clear guidance on when, how, and why to engage with homeowners at each stage, before, during, and after the home purchase, while creating a consistent and longitudinal record of each homeowner's relationship with Greenline.

Responsibilities

Strategy, Program Development, Design

- Serve as thought partner to the CEO on the execution of the organizational mission, including determining priorities and key decisions
- Lead the design, development, and systematization of Greenline's core programs, translating successful individual practices into durable institutional frameworks, processes, and tools.
- Identify opportunities to strengthen and expand current programs, and develop new programs in alignment with Greenline's mission and strategic priorities.
- **Homeownership Programs:**
    - Define and systematize the key milestones, touchpoints, and data collection points across the full homeownership lifecycle of Greenline grant recipients, from initial engagement through purchase and long-term homeownership.
    - Build and maintain the systems, templates, documentation, and data infrastructure needed to guide staff engagement with homeowners at each stage of their journey.
    - Develop and continuously improve program frameworks for down payment and home maintenance grants, including eligibility, application, selection, award, compliance, and post-award processes.
- **Affordable Housing and Real Estate Development:**
    - Partner with the CEO to translate Greenline's emerging affordable housing activities - including land banking, community preservation, property management, and new construction - into structured, repeatable programs.
    - Develop eligibility criteria, underwriting frameworks, selection processes, and other programmatic tools for Greenline's affordable housing initiatives.
    - Build the organizational infrastructure, templates, documentation, and institutional knowledge that will support the future Director of Real Estate and enable the real estate portfolio to scale efficiently.

Operational Systems and Process Improvement

- Spearhead identification and implementation of work flow management system to standardize and streamline processes, automate task routing, and improve cross-functional efficiency and visibility to enable teams to manage projects, priorities, goals, deadlines, and dependencies consistently across departments.

Team Leadership and Collaboration

- Direct and supervise Program Manager(s), providing strategic direction, coaching, and support to ensure strong program implementation and an exceptional experience for homeowners and other stakeholders.
- Build clear roles, responsibilities, workflows, and decision-making structures across teams to reduce dependence on individual knowledge and improve organizational continuity.
- Foster strong cross-functional collaboration among program staff, executive leadership, legal counsel, consultants, and external partners.
- Represent Greenline in meetings and partnerships related to the implementation and expansion of its programs, as necessary.
- Partner with the Director of Fund Development and Creative Director to develop organizational storytelling, public-facing materials, and strategies that communicate the impact and evolution of Greenline's work.

Facilities, Land, and Property Management

- Manage leasing relationships and, where appropriate, negotiate favorable terms for Greenline's office space.
- Ensure that Greenline's property holdings and affiliated LLCs remain compliant with applicable tax, insurance, regulatory, and other requirements.
- Establish systems for tracking property-level obligations, documentation, maintenance, insurance, and other ongoing requirements.

Financial and Resource Management

- Collaborate with the Chief Executive Officer, Accountant, and Director of Fund Development on annual budgeting, forecasting, and allocation and expenditures of grant and program funds.
- Work with Accountant to ensure timely compliance with annual reporting and tax requirements
- Develop financial and operational reports to provide leadership with clear information on program performance, organizational needs, and resource allocation to support decision-making and growth.

Compliance, Governance, and Risk Management

- Establish and maintain systems to support compliance with applicable nonprofit regulations, contractual and insurance requirements, and organizational policies.
- Collaborate with the Director of Fund Development to ensure timely and accurate grant reporting and compliance across funders, including requirements related to loans and construction draws.
- Collaborate with the Accountant to support timely completion of annual filings, including Form 990, and year-end financial reporting.
- Develop and maintain program documentation and internal controls that support financial audit readiness, data integrity, and institutional accountability.

Human Resources and Organizational Infrastructure

- Partner with the CEO to develop initiatives, processes and policies to support organizational culture, including hiring and onboarding infrastructure, benefits administration, personnel records, and talent acquisition and performance requirement frameworks
- Serve as administrator for Greenline's PEO system.

Education and Experience

- Bachelor's degree in business, nonprofit management, organizational leadership, public administration, real estate, or a related field; equivalent professional experience may be considered.
- Minimum 5–7 years of progressively responsible experience in program development, operations, organizational strategy, or a related leadership role, preferably within a nonprofit or mission-driven organization.
- Demonstrated experience building, launching, improving, and scaling programs from concept through implementation.
- Experience managing and implementing technology platforms and systems used to support program delivery, project management, data management, or organizational operations.
- Knowledge of and experience in real estate development, affordable housing, community development, or related fields strongly preferred.
- Working knowledge of nonprofit regulations, compliance requirements, and operational best practices.

Qualifications

- Deep commitment to Greenline's mission and values; genuine interest in advancing homeownership, community preservation, and wealth and housing equity.
- Strategic and systems-oriented thinker who can translate organizational goals into effective programs, processes, and infrastructure.
- Proven ability to build structure where it does not yet exist and turn individual knowledge and practices into durable institutional systems.
- Strong project and people management skills, with the ability to lead teams, coordinate across functions, and move complex initiatives forward.
- Highly organized, analytical, and detail-oriented, with sound judgment and the ability to manage multiple priorities in a fast-paced and evolving environment.
- Technologically proficient, with experience implementing and managing software, databases, project management tools, and other systems that support program delivery and organizational operations.
- Excellent interpersonal and communication skills, including strong emotional intelligence and the ability to build trust and navigate diverse perspectives.
- Proactive, resourceful, and adaptable, with the ability to anticipate needs, solve problems independently, and adjust to changing priorities.
- Strong written and verbal communication skills, with the ability to translate complex ideas and processes into clear guidance and documentation.
- Proficiency with Google Workspace and Microsoft Office, particularly Excel.

Benefits

- Employer-paid medical, dental and vision benefits for employee
- 403b plan with employer match
- Flexible hybrid schedule - three days/week in-office
- Discretionary time off/flexible PTO policy
- Paid sick time - 40 hours/year
- Compensation range: $130,000-$150,000 depending on experience

Send resume and cover letter to careers@greenlinehousing.org