



Job Title: Director of Compliance Support

Location: Corporate Office - Norwood, MA 02062

Hours: Full-Time

Pay Rate: Yearly Salary Starting at \$120,000

Join a Mission-Driven Leader in Affordable Housing

HallKeen is a mission-driven real estate management and investment firm dedicated to providing high-quality, affordable and market-rate housing throughout the Eastern Seaboard. With a portfolio of more than 6,800 apartment homes across 85+ communities, HallKeen is committed to operational excellence, innovation, resident satisfaction, and creating thriving communities.

We are seeking an experienced, strategic, and forward-thinking Director of Compliance Support to lead our affordable housing compliance organization.

This leadership role is responsible for ensuring compliance across a diverse multifamily portfolio that includes HUD, LIHTC, Section 8, HOME, and other affordable housing programs. Unlike a traditional compliance function, our Compliance Support team serves as a trusted partner and resource to site teams, providing guidance, education, and solutions that help our operations teams succeed while maintaining regulatory excellence.

Position Overview:

As Director of Compliance Support, you will lead all aspects of affordable housing compliance while fostering a culture of collaboration, service, and continuous improvement. You will work closely with Residential Management Leaders, Asset Management, Executive Leadership, and site teams to develop practical compliance solutions that support both regulatory requirements and operational success.

This role requires a leader who combines deep expertise in affordable housing with a passion for technology, innovation, and organizational development.

Key Responsibilities:

- Provide strategic leadership for all affordable housing compliance programs across the portfolio.
- Oversee compliance with HUD, LIHTC, Section 8, HOME, Rural Development, Housing Trust Fund, and other federal, state, and local affordable housing programs.
- Lead resident eligibility, certifications, recertifications, file reviews, audits, agency reporting, and compliance monitoring activities.
- Serve as a trusted advisor and support resource to regional and site teams, helping navigate complex regulatory requirements and operational challenges.
- Develop and implement policies, procedures, training programs, and best practices that promote consistency and compliance excellence.
- Lead and develop a high-performing compliance team focused on service, responsiveness, education, and partnership.

- Manage agency audits, management reviews, investor reviews, and regulatory examinations.
- Identify compliance risks and proactively implement solutions that strengthen portfolio performance.

Innovation, Technology & Continuous Improvement:

At HallKeen, we believe the future belongs to organizations that embrace innovation and continuously seek better ways to serve residents and support employees.

The Director of Compliance Support will be expected to:

- Evaluate and implement emerging technologies, automation tools, artificial intelligence solutions, and data analytics to improve efficiency and strengthen compliance outcomes.
- Anticipate regulatory, operational, and technological changes and proactively position the organization for future success.
- Drive continuous improvement initiatives that simplify processes, reduce administrative burden, and enhance productivity.
- Utilize data and reporting to identify trends, mitigate risk, and support informed decision-making.
- Champion a culture of innovation, adaptability, and forward-thinking leadership throughout the organization.

RealPage Leadership:

RealPage plays a critical role in our compliance and operational success. The Director of Compliance Support will provide strategic oversight of compliance-related functions across RealPage and serve as a key leader in maximizing the platform's effectiveness.

Responsibilities include:

- Ensuring RealPage is optimized to support resident certifications, recertifications, compliance monitoring, reporting, and audit readiness.
- Partnering with Operations and Technology teams to improve workflows, data integrity, and user adoption.
- Developing best practices and standards for RealPage compliance processes across the portfolio.
- Leveraging system capabilities, automation, and reporting tools to improve efficiency and reduce compliance risk.
- Supporting training and ongoing development of site and regional teams utilizing RealPage compliance functions.

Qualifications:

- Bachelor's degree in Business Administration, Real Estate, Public Administration, Finance, Housing, or a related field.
- Minimum 10 years of affordable housing compliance experience within multifamily property management.
- Minimum 5 years of leadership experience managing compliance teams and functions.
- Extensive expertise in HUD, LIHTC, Section 8, HOME, and other affordable housing programs.
- Advanced knowledge of affordable housing certifications, recertifications, eligibility requirements, and regulatory reporting.

- Significant experience leading agency audits, management reviews, and compliance monitoring programs.
- Advanced working knowledge of RealPage affordable housing and compliance platforms is required.
- Experience leveraging technology, automation, and process improvement initiatives to enhance operational performance.
- HCCP, SHCM, COS, CPO, TCS, or other industry certifications preferred.

If you are ready to lead, innovate, and help shape the future of affordable housing compliance at HallKeen, we encourage you to apply.

Benefits:

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit.

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