

# Ophelia Arnold

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## SUMMARY OF QUALIFICATIONS

- Over 26 years of customer service experience, including significant roles in property and project management.
- Proven leadership skills with an aptitude for troubleshooting and problem-solving.
- Strong expertise in developing and maintaining relationships, engaging with communities effectively.
- Solid background in project management and dispute resolution.

## PROFESSIONAL EXPERIENCE

### **The Columbus Urban League**

August 2024-Present

#### Director of Financial Empowerment Services

- Directly responsible for planning, organizing and directing the activities and all programs of the FES department.
- Prepared detailed monthly reports for funders to ensure accountability and transparency.
- Work with Financial Industry professionals to develop training opportunities for Financial Empowerment Services programming clients.
- Contributed to successful grant writing efforts, securing necessary funding for programs.
- Built strong relationships with community partners to enhance program effectiveness and extend reach.
- Collaborated with property management companies and property owners to improve family relations and resource access.
- Supervise program operations and monitors programs compliance with funding.

### **Urban Family Development Center**

August 2022-August 2024

#### Lead Agency Coordinator

- Managed, trained, and hired staff for Columbus and Dayton offices.
- Served as Program Manager and assistant to the Founder & CEO
- Organized community workshops to further engagement in undeserved urban regions.
- Prepared and submitted monthly funder reports.
- Handled organizational communications via phone and email.

### **Independent Management Services**

March 2020-August 2022

#### Senior Property Manager

- Managed a 226-unit senior high-rise and 200 multi-family LIHTC units.
- Lead a team of 11 individuals.
- Responsible for rent collection and processing, maintaining smooth property operations.

### **The Columbus Urban League**

September 2019-March 2020

#### Lead Housing Counselor

- Advocated for and counseled individuals facing housing issues, providing personalized support and solutions.
- Maintained and updated the landlord housing list to ensure current and accurate information.
- Educated landlords and tenants on housing laws and regulations, fostering improved relationships and legal compliance.
- Coordinated community workshops to advance the mission of the Columbus Urban League and promote Financial Empowerment goals.

### **Independent Management Services**

February 2018-September 2019

#### Office Manager & Compliance Specialist

- Managed rent collection and ensured timely posting to maintain financial accuracy.

- Created and maintained a waitlist for new applicants to streamline the tenant selection process.
- Prepared properties for pre-close community-based Housing Assistance Payment (HAP) vouchers on a monthly schedule.
- Filed claims for vacancy and missed rental payments, optimizing revenue recovery for the property.
- Facilitated the resident recertification process, ensuring adherence to guidelines and enhancing tenant satisfaction.

## **AREAS OF EXPERTISE**

- Program and Compliance Management
- Quality Improvement
- Project Management
- Economic Empowerment
- Client Advocacy
- Eviction Prevention and foreclosure Avoidance
- Event Planning
- Mentoring and Coaching
- Training and Development Implementation

## **Additional Professional Involvement:**

### **Order of the Eastern Star & Daughter of Isis Columbus**

Member-Utopia #76  
2025-Present

### **City of Columbus CRC (Community Relations Commission)**

Commissioner  
2024-Present

### **NAACP (National Association for the Advancement of Colored People)**

2<sup>nd</sup> Secretary and Housing Committee Member  
2022-Present

### **MORE INC. (Motivate Others to Reach Excellence)**

Board Member  
2022-Present

### **PAMR (Ohio Pregnancy-Associated Mortality Review Committee)**

Committee Member  
2023-Present

### **Columbus Urban League -Annual Fishing with Dad Event**

Lead Volunteer/Registration Coordinator  
2015-2024

### **BOLD (Board Orientation Leadership Development) Leadership Council for Nonprofits**

*Certified Nonprofit Board Leader - Graduate Class 12*  
2022

### **OWAHN (Ohio Women's Affordable Housing Network)**

Board Member  
2020-2021

### **Impact Community Action**

Board Member

2015-2016

**FCCS**-Franklin County Children Services

Volunteer - Crisis Center

2015-2016

**FCOG** (First Church of God) Upwards Basketball & Cheerleading

**Cheerleading Coach**

2013-2016

Ray Miller Progressive Leadership Academy

Cycle 6 Graduate

2014

**Future Possibilities** (East gate elementary)

Volunteer Kid Coach

2013-2014 School Year

***References Available Upon Request***