

Job Description

Title: Director of Property Management
Exempt/Nonexempt: Exempt, Full-Time
Salary Range: Commensurate w/ experience

Dept: Property Management
Reports to: CEO

REACH honors and encourages diversity. We value employees who contribute to our organization, which embraces a variety of thinking and perspectives.

This organization believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.

General Position Summary:

Oversees and directs property management activities related to organization's diverse residential and commercial portfolio. Supervises and directs activities of property management staff. The position is responsible for the overall successful operations of properties and works to ensure the department operations meet or surpass industry standards. The Director of Property Management is a member of the Senior Management Team working to strategize short-range and long-range organizational goals.

Essential Functions/Major Responsibilities:

Business Management:

- Responsible for the preparation of the annual property budgets, with input from PM Supervisors, Facilities Manager, building managers and the Director of Asset Management, and review by the CFO and CEO.
- Prepares annual management plans, as needed, with input from Director of Asset Management.
- Analyzes monthly performance and budget projections and compares to annual management plan and budget; adjusts strategies accordingly
- Works closely with Housing Development Department to establish budgets and management practices for new real estate developments.

- Work closely with Director of Asset Management and CFO to evaluate financial performance against benchmarks established by investors, lenders, and the buildings' operating pro formas.
- Sets performance goals by project, related to industry standards; monitors performance, adjust strategies as needed.
- Monitors market conditions regularly and communicates to appropriate staff and board any market changes that need to be addressed. Monitors market rents as they pertain to setting organization's property rents.
- Manages commercial leases including assessing and calculating annual CAM's, monitoring lease compliance and renewals.
- Continually enhances industry knowledge and expertise through real estate and property management publications, reports and seminars
- Works with staff to ensure maximum use of property management software.

Staff Supervision and Development:

- Oversees all departmental growth and development.
- Participates in the recruitment, interview, selection, and evaluation process for department staff.
- Directly supervises and works closely with the PM Supervisors and Facilities Manager to provide leadership for department Oversees major decisions and assure that team members implement their portfolio objectives and work plans.
- Conducts and/or facilitates regular training meetings with PM staff. Evaluates and recommends additional trainings for staff as needed.
- Promotes communication and collaborations between departments.

Reporting, Community Involvement and Professional development:

- Prepares and presents departmental reports relating to project performance, goals, standards, benchmarks, etc.
- Works closely with board members; staffs the Property Management Committee meetings; attends monthly board meetings.
- Maintains good working relationship with community partners.
- Attends industry association meetings, trainings, etc.
- Maintains appropriate CEU's to ensure CPM and Real Estate license requirements are met.
- Sits on various committees pertinent to department and organization goals and standards.

- Stays abreast of property management and other real estate related industry standards, legislation impacting department and industry practices, policies and procedures.
- Regularly communicates and cooperates with Asset Management staff on all PM reporting and regulatory issues.

Job Scope:

Determines many of own practices and procedures within organization policy constraints. Contributes to the development of new concepts. Performs duties independently with little direction provided. Contributes to preparation and is accountable for compliance of operating budget of organization. Contributes to long-range operational and strategic planning. Position involves a high degree of complexity in dealing with frequent new and varied work situations. Work is reviewed on a general basis only as necessary. Errors may result in excessive repair, legal problems, maintenance expenses, safety or other hazards, and negatively affect tenants.

Supervisory Responsibility:

Position has full supervisory responsibility for several employees, including Property Management Supervisors and the Facilities Manager.

Interpersonal Contacts:

Contacts are normally made with others both inside and outside the organization. External contacts occur with regulatory agencies, vendors, and community partners. Internal contacts occur with all levels and areas of the organization, including tenants. Contacts are usually made on own initiative and often concern confidential or sensitive matters requiring the use of discretion, negotiation or persuasion. Contacts occur both face-to-face and via telephone and email. REACH employees are expected and required to behave in a professional and courteous manner in doing REACH business and dealing with other staff, residents, and all contacts inside and outside the organization. Profanity and abusive language are specifically forbidden.

Specific Job Skills:

- Strong knowledge of property management and tenant/landlord practices, laws, rules and regulations. Good command of commercial management and leasing practices.

- Ability to analyze, evaluate and act on issues and/or problems, reach sound conclusions and take appropriate action.
- Possess good verbal, written and interpersonal communication skills, as well as good computer skills. Experience with OneSite/RealPage property management software helpful.

Education and/or Experience:

Bachelors Degree in business, real estate development or related field preferred with sufficient experience to provide strong leadership in property management practices and techniques. A minimum of 8 years equivalent level experience in managing a property management department or division strongly preferred. Supervisory experience required. CPM and Oregon Real Estate Broker license preferred.

Job Conditions:

Position experiences interruptions, need for frequent shifting priorities, and deadlines. Requires site visits and use of own vehicle. Must provide proof of valid driver's license and vehicle liability insurance. Requires some evening meetings. Regular attendance is required in accordance with a regular schedule established for the position by the supervisor.

This company reserves the right to modify, interpret, or apply this job description in any way the company desires. This job description is not an employment contract, implied or otherwise. The employment relationship is "At-Will". The aforementioned job requirements are subject to change to reasonably accommodate qualified disabled individuals.