



Job Description

Title: Portfolio Manager
Exempt/Nonexempt: Exempt
Pay Grade: \$46,000 -71,000
FTE: 1.0

Dept: Property Management
Reports to: Director of Property Management
Effective: March 2012

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 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.

Property Management Supervisor

General Position Summary:

Responsible for the overall operations of assigned properties, ensuring project performance based on established goals and benchmarks. Directly supervises site managers in assigned portfolio. The Portfolio Manager conducts regular trainings for Community Managers on property management topics and software updates and for Building Monitors to ensure consistency in practices, policies and procedures. In addition, a Portfolio Manager may be responsible for acting as the System Administrator for various department software programs and may provide training to other department personnel. Ensures that Community Managers operate within REACH and Property Management Department policies and procedures and within state and federal regulations governing affordable housing.

Essential Functions/Major Responsibilities:

Business Management:

Assists with preparations of annual project budgets; provides input on annual management plan(s) as they pertain to assigned portfolio; makes adjustments as needed to meet targeted goals/standards. Prepares documents for submission to HUD for rent increases and contract renewals.

Monitors portfolio performance and prepares reports on occupancy, collections, move-in/out activity, turnaround time, delinquency and other key property management performance factors.

Provides guidance to supervisee's rental activities, including, but not limited to applications, move-ins, move-outs, terminations, evictions, tenant conflicts, etc, when needed.

May be responsible for coordinating property management software updates, other system updates; may act as System Administrator for specific software programs used in the department; works to ensure systems are current and meet all compliance requirements; coordinates with REACH compliance staff on updates; coordinates with vendors of software programs to insure that systems meet REACH Property Management Department needs.

Reviews and processes all denied rental applicant appeals and requests for Reasonable Accommodations in the assigned portfolio and coordinates with other Portfolio Managers and Director of Property Management to insure timely responses, consistency and accurate record keeping.

Reviews tenant files for accuracy and timely filing; inspects properties and units for timely turnovers and curb appeal etc.

Staff Training and Development:

Provides focused 90 day training program for new site managers; provides regular written feedback on new hire progress to direct supervisor.

Works jointly with other Portfolio Managers, Director of Property Management and Compliance Coordinator to conduct trainings for all Community Managers on the web based, property management software program; ensures proper use and understanding and adherence to REACH's policies and procedures regarding the PM program(s).

Attends periodic software vendor's "Train the Trainer" conferences; implements pertinent new information and uses material for quarterly updates to managers.

Conducts regular trainings for Building Monitors to ensure consistency in department practices and procedures.

Ensures that all policies and procedures are employed.

Supervision:

Meets weekly with assigned staff; keeps staff focused on goals, projects, priorities; Conducts annual evaluations.

Coordinates/assists with activities between Community Manager and Facilities Manager

| Communicates clearly and professionally with staff.

General Duties:

Ensures compliance with applicable laws, rules and regulations.

Ensures buildings are maintained in safe, secure, clean and good condition. Conducts annual inspections.

Maintains appropriate paperwork, files and records. Completes and submits reports, forms and other paperwork as required.

Supports and cooperates with Resident Services Programs and Activities;

Coordinates with Facilities Management to insure that timelines for move outs are understood and turnover performance requirements are met. Conducts joint inspections with Facilities to ensure that all properties meet REACH standards.

Serves as liaison to Housing Development Department on new constructed or acquired housing projects.

Interacts with various social service agencies, the Housing Authority of Portland and other community partners particularly regarding issues related to organizations residents and applicants.

Keeps Director of Property Management informed of pertinent issues and concerns

Maintains work area in clean and professional manner.

Performs other related duties as assigned.

Job Scope:

Operates from established and well known procedures. Decisions are made within organization operating guidelines. Performs duties independently with minimal supervision. Position involves a moderate degree of complexity in dealing with recurring work situation with occasional variations from the norm. Work is periodically reviewed by supervisor and verified by administrative employees. Errors may result in incorrectly collected or applied rent monies, resident issues or dissatisfaction, increased unit turnover and negatively impact organization.

Supervisory Responsibility:

This position supervises two or more Building Managers and may supervise office support staff.

Interpersonal Contacts:

Contacts are normally made with others inside the organization, though occasional outside contacts may occur. Internal contacts occur mainly with building residents, maintenance employees and the Director of Property Management. Contacts are made both on own initiative and at the direction of the Director of Property Management and often concerns confidential or sensitive matters requiring the use of discretion. Contacts occur both face-to-face and via telephone. 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:

Knowledge of property management, including applicable Oregon and/or Washington landlord/tenant and fair housing rules and regulations. Knowledge of and experience meeting HUD and LIHTC requirements for affordable housing. Working knowledge of Microsoft Office programs including Word, Excel, Outlook. A good working knowledge of property management software program(s). Ability to lead and work as a team member as needed. Good verbal, written and interpersonal communication skills. Ability to work effectively with all types of people. Basic math, attention to detail and organizational skills.

Education and/or Experience:

High school education or equivalent. Five years of experience in property management, and two to three years portfolio level experience required. Or any equivalent combination of education and experience.

Job Conditions:

Requires some evening and/or weekend meetings and some on-call status. May be required to deal with distraught, angry and/or potentially violent people. Ability to walk, bend, stoop. Requires travel between properties. Must have own vehicle with liability insurance and a valid driver's license. Regular attendance is required in accordance with a regular schedule established for the position by the supervisor.

Supervisor/Manager Approval

Executive Director Approval

I, _____, have read and understand the definition and scope of the job description outlined above.

Signed _____ Dated _____

Initial at 90-day and annual performance evaluation.

Initial Employee Supervisor Date

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

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.

