



## Job Description – Assistant Property Manager

Job Title	ASSISTANT PROPERTY MANAGER	Department	PROPERTY MANAGEMENT
Reports To	PROPERTY MANAGER	Salary Range:	BASED ON EXPERIENCE \$18.00 - \$19.50
FLSA	Nonexempt	Revision Date:	01/21/2021

### **ABOUT PCRI**

Portland Community Reinvestment Initiatives, Inc. is a non-profit community development corporation with a mission “to preserve, expand and manage affordable housing in the City of Portland and provide access to and advocacy for services to our residents”. With over 800 units of affordable housing, PCRI’s unique mix of single-family homes, small multi-plexes and community apartments represents one of the last stable opportunities for low-income households to remain in their vibrant Portland neighborhoods. These homes and apartments are woven into the fabric of their neighborhoods and are a model for eliminating concentrations of poverty.

To accomplish PCRI’s current housing development goal of addressing involuntary displacement, PCRI established a displacement mitigation initiative, Pathway 1000, with the sole purpose and intent of slowing and reversing the involuntary displacement of long term residents previously forced to move from N/NE Portland, and current residents at risk of displacement. Through the Pathway 1000 initiative, PCRI aims to build and create at least 1,000 homes, many of which will be available to purchase. The homes will be located throughout the city of Portland, with the primary focus on the N/NE Portland neighborhoods where displaced families previously resided.

### **POSITION SUMMARY:**

The Assistant Property Manager is responsible for maintaining the administrative functions for the Property Manager, assisting as back up to the Property Manager in their absence, and will play a key role in addressing applicant and resident requests and routine operational flow. This individual operates collaboratively with all departments of the company, particularly Property Management. Specific duties include but are not limited to: assisting resident inquiries, leasing of vacant units, maintaining tenant and waitlist files, updating information in Yardi Property Management Database, in-putting work orders in to Yardi, following up with maintenance and resident on work order inquires and emergency needs, managing utility transfers, assisting with marketing related tasks – such as move-in baskets and tidying up a rent ready unit. This position

will cross-train with the Corporate Front Desk Administrative Assistant, Property Manager and support each role as needed.

**ESSENTIAL FUNCTIONS:**

- Maintain open communication with Property Management Team
- Comply with all federal, state and company policies, procedures and regulations
- Manages property management calendars: contact applicants/residents in order to schedule – tours and recertifications
- Distributes rental materials and answers questions to prospective residents
- Process applicants: Receives completed applications and photo copies required documents, conducts screening process
- Retrieves Property Managers approval for screening approvals and prepares the file for the Property Manager to complete the compliance approval
- Submits all denied files with coversheets for Sr. Property Manager and Director of Property Management review and for final determination.
- Maintains tenant files, updates waitlist in Yardi, and mail waitlist interest correspondence.
- Purges waitlist every 6 months and send out letters and updates Yardi accordingly
- Schedules and assist with the preparation of the move ins, move-outs, meetings for the Property Manager.
- Prepares move in files for lease signatures of residents for move in and annual recertifications. Verifies that all documents are in the files per the file cover sheets
- Prepares move in packets and tenant files and updates Yardi with final move in information
- Schedules or cancels utility service for move-ins or move-outs
- Assist with certification and recertification process – verifying resident/prospect eligibility with affordable housing programs and ensuring all required documentation has been submitted. Enters all updated certifications in to Yardi.
- Completes compliance reports for Property Manager on Certification updates
- Assist Property Manager in submitting files for compliance review
- Assist Property Manager with corrections on file reviews and assist with communication to the file review auditor
- Creates submission cover sheet and submits reasonable accommodations to the Sr. Property Manager and Director of Property Management for review
- Assist Property Manager in posting all notices on residents doors and mailings
- Assist as back up to Property Manager with accounting for processes of rent in their absence.
- Assist Property Manager on rent inquires in Yardi from Resident request
- Provides resident retention and customer service to all residents and internal staff
- Maintain resident files by filing all file documents, and inputting all data in Yardi on a daily basis.
- Assist Property Manager in providing month end reports to Director of Property Management
- Communicates with Property Manager regarding invoices received, that purchase orders are attached, and invoices are coded correctly, according to company procedures
- Serves as back up to the Property Manager on meetings in their absence if needed
- Receives direction from the Sr. Property Manager in absence of the Property Manager

- Performs all duties assigned.
- Back up for Administrative Assistant (Front Desk of Corporate office) sick leaves, vacation, etc.:
  - Opens and closes Property office in a timely manner.
  - Greets and assists visitors and residents respectfully and professionally.
  - Efficiently answers all telephone calls, directing the calls to the appropriate individuals.
  - Prepares receipts for rent payments as requested by resident.
- Attend Trainings on subsidy and Landlord Tenant Law
- Other Administrative responsibilities as assigned by the Property Manager, Sr. Property Manager, Director of Property Management, or Executive Director.

**EDUCATION AND/OR EXPERIENCE:**

Associate's degree in Business Administration (preferred); High School Diploma or GED is required, a minimum of three (3) years of experience in Property Management and Office Administration in non-profit or for profit corporation. Administrative and Property Management experience is essential. Experience in affordable housing is a plus.

**PREFERRED QUALIFICATIONS:**

- Organization and self-motivation is essential.
- Superior verbal, written, analytical and interpersonal communication skills.
- Ability to handle multiple projects at one time. Good organization skills.
- Ability to gather and compile data and compose basic letters.
- Ability to work creatively with management and department staff to achieve objectives.
- Ability to communicate effectively with prospective tenants and all levels of management.
- Ability to work with a diverse clientele.
- Ability to climb stairs several times a day. Physical ability to bend, stoop, twist, reach and pull.
- Customer service focused
- Reliability
- Take initiative
- Professional presentation
- Attention to detail
- Ability to travel to multiple properties when needed
- Possess knowledge of Property Management, Real Estate industry, State and Federal housing regulations, and affordable housing is a plus
- Works well with a team and work in lines of the companies mission and values
- Ability to work required work hours of 8:30 am – 5:00pm and extended hours if needed

**NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:**

Microsoft Office: Word, Excel, Outlook, PowerPoint, and Yardi  
 Fair Hosing  
 Affordable Housing  
 Resident Retention

**Compensation / Benefits:**

Salary is commensurate with qualifications and experience. PCRI provides a generous benefits package that includes 10 days of paid Vacation after the completion of one year of employment that increase over time to 20 paid days, 9 days of paid Sick Leave and 3 days of paid Personal Time Off, 11 paid holidays, employer-paid health coverage (medical, dental, vision) that requires a minor contribution for employee if dependents added to plan, Long Term Disability Insurance, 403(B) employer match contribution of up to 3% of employees annual salary. Voluntary benefits include: Life Insurance, Short Term Disability insurance, critical and accidental insurance.

**WORK ENVIRONMENT:**

PCRI is a fast-paced, highly engaged work environment. We strive to communicate effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities and cultural backgrounds. We actively seek opportunities for professional development for our staff and promote a willingness to change for continual improvement.

PCRI is an EEO employer committed to the inclusion of all people in our workplace and programs.

The Assistant Property Manager will spend hours sitting and using office equipment and computers, which can cause muscle strain. The Assistant Property Manager will also have to do some lifting of supplies and materials from time to time.

Undergoing and passing a pre-employment criminal background, drug test and physical exam is required.

**REASONABLE ACCOMMODATIONS:**

To perform this job successfully, an individual must be able perform each essential function and the physical demands satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**APPLICATION PROCESS:**

Interested candidates should submit a resume and a cover letter addressing qualifications for the position, to the attention of Tamara Trofimenko, HR Manager. PCRI, 6329 NE Martin Luther King Jr. Blvd, Portland, Oregon, 97211, by email at [jobs@pcrihome.org](mailto:jobs@pcrihome.org), or fax to (503) 943-2844. This position is open until filled. Please note that only those candidates selected for an interview will be contacted.