



Job Description – Property Manager

Job Title	PROPERTY MANAGER	Department:	PROPERTY MANAGEMENT
Reports To	DIRECTOR OF PROPERTY MANAGEMENT DEPARTMENT	Salary Range :	BASED ON EXPERIENCE \$23.00 - \$25.50
FLSA	NON-EXEMPT	Revision Date:	05/25/22

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 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 in the next 10 years, 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 Property Manager is responsible for the daily operations of the assigned properties to preserve and increase the value and integrity of the property and to ensure that the property is compliant with PCRI’s established policies and procedures; in addition to local, state and federal regulations including Landlord/Tenant Law and Fair Housing. The Property Manager will work independently and with teammates to manage and resolve all property-level management issues. This individual must have familiarity with multi-family housing management and related terminology, budgeting, housing agency regulations, and have a commitment to excellence in customer service.

Essential Functions:

- Under the general directions of the Director of Property Management Department, the Property Manager will manage daily property operations of properties.

- Exhibit professional attitude and appearance at all times and demonstrate a customer service attitude to internal and external customers and service providers.
- Provide a positive, productive relationship with tenants. Maintain customer service standards and responds clearly and in a timely manner to residents' needs and complaints. Follows through to ensure resolution.
- Investigate tenant disturbances, violations, or complaints, and resolve problems in accordance with regulations established in the lease agreements. Send violation letters.
- Process of residential rent payments: collect and post checks into Yardi Property Management Software, post late fees notices and perform rent collection tasks per PCRI's rent collection policy.
- Maintain accurate residential ledgers, post charges in accordance with established policies and procedures. Complete month end accounting processes.
- Inspect property on a regular basis and report any repair or replacement needs to Maintenance Supervisor. For assigned multi-plexes, drive and walk the property to ensure positive curb appeal. Check to make sure the grounds and common areas are free from trash and debris. Write service requests to complete work as identified.
- Write Service Requests for maintenance repairs received from residents and/or others. Follow-up with a telephone call to the resident to make sure work was completed to their satisfaction.
- Process Move In: prepare lease packages and perform the lease signing – explaining terms and conditions of the lease. Complete joint Move In inspection with approved tenant.
- Enforce terms of rental agreements: ensure that all provisions of the lease are being followed, implement appropriate lease renewal process.
- Process Move Out: complete "pre-inspections" for units that are on Notice to Vacate. Processes Move Out inspection and prepare accounting paperwork for charges to be applied towards Security Deposit.
- Schedule all turnover functions, and check completed work to make sure the work is completed in a satisfactory manner. Follow-up with vendors as needed.
- Update Yardi Property Management software with tenant information as needed, on a daily basis.
- Review, verify and approve invoices consistent with established Accounts Payable policies and procedures.
- Maintain records on all aspects of management activity on a daily, weekly and monthly basis.
- Maintain all files and dead files in accordance with company policy and conduct ongoing audits of all leasing, bookkeeping and maintenance records and lease/resident files.
- Participate in the completion of the annual budget and the Year-end Property Report.
- Prepare monthly/weekly/ daily reports as required by SR. Portfolio Manager.
- Check voice mail, faxes and email throughout the day and respond as needed.
- Attend all meetings and training as required.
- Special projects and other responsibilities as may be determined.
- Act proactively to ensure the current of knowledge in the areas of housing regulations and best practices in property management.

Education and/or Experience:

- High school diploma or GED required; college degree preferred in business administration, or related field.
- At least 3 years of progressive experience in the property management industry.
- Property Management License for the State of Oregon is preferred. LIHTC certificate required.
- Experience in Residential Real Estate Affordable Housing with background in Low Income Housing Tax Credit Compliance / Section 42, Project-Base Section 8, HOME, HOPWA, CDBG.
- Knowledge of Requirements and Regulations of Oregon Landlord/Tenant Law, Fair Housing Laws and Americans with Disabilities Act.
- Knowledge and experience with Section 8 eligibility requirements; experience working with Housing Authority of Portland preferred.
- Experience with various forms of housing to include single family, multi-family and apartment complexes.
- Prior experience using Yardi Property Management software.
- Experience working in a non-profit organization.
- Previous office experience working with the public in which the following skills were attained: effective telephone skills, ability to deal tactfully with a variety of people under constantly changing circumstances using tact and diplomacy, ability to prioritize tasks and work under minimal direction, ability to understand and follow complex verbal and/or written instructions, and familiarity with filing systems and standard business machines.

Qualifications:

This position requires:

- Knowledge of rental assistance and affordable housing programs.
- In depth knowledge of all rules and regulations surrounding property management.
- The ability to read and understand technical documentation such as federal housing regulations and associated policies and procedures.
- Knowledge of the community, social and economic resources available to low income individuals, with particular emphasis on resources as they apply to housing.
- Knowledge of computer systems and spreadsheets. Proficient with Microsoft Office Suite: Word, Excel, Outlook.
- Knowledge of general office equipment.
- Self-motivation and self-organization is essential.
- Superior verbal, written, analytical and interpersonal communication skills.
- Ability to learn and follow Federal and State housing regulations, policies and procedures.
- Ability to maintain confidentiality of tenants.
- Ability to work with diverse ethnic and low-income families in a professional manner.
- 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 generate reports and business correspondence. Effectively present information and respond to potential residents and the general public.
- Ability to work organizationally, individually and collectively to fulfill PCRI rental housing goals and objectives.
- Must be able to manage multiple and changing priorities.
- Ability to climb stairs several times a day. Physical ability to bend, stoop, twist, reach and pull.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Certificates, Licenses, Registrations:

Real Estate License for the State of Oregon a plus. Must have and maintain a valid driver's license and be able to pass a driving record check as determined by PCRI criteria, and also must have access to a vehicle and maintain personal automobile insurance which meets PCRI guidelines. Must be willing to attend mandatory classes for licensing and / or continuing education.

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. In addition to paid vacation, PCRI's annual benefits package includes 9 days of paid Sick Leave and 3 days of paid Personal Time Off, 10 paid holidays, employer-paid health coverage (medical, dental, vision) that requires a 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.

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

The Property Manager will spend 50% of the time in the office, and 50% outside of office, including travel. The Property Manager will spend hours sitting and using office equipment and computer, which can cause muscle strain. The Property Manager will also have to do some lifting of supplies and materials from time to time. The Property Manager will be subject to weather conditions, when moving in new tenants or conducting inspections.

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, 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.