



**Job Description –Property Management & Resident Services Manager**

<b>Job Title</b>	PROPERTY MANAGEMENT & RESIDENT SERVICES MANAGER	<b>Department:</b>	DIRECTOR OR PROPERTY MANAGEMENT & RESIDENT SERVICES
<b>Reports To</b>	DIRECTOR OR PROPERTY MANAGEMENT & RESIDENT SERVICES	<b>Salary Range:</b>	BASED ON EXPERIENCE <b>\$75,000 - \$80,000</b>
<b>FLSA</b>	EXEMPT	<b>Revision Date:</b>	04/03/2023

**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 Management & Resident Services Manager works with Director of Property Management & Resident Services to plan, develop and oversee programs designed to serve the residents of PCRI. Oversees the operations of the Property Management department, staff and portfolio of PCRI’s residential and commercial real estate properties. Departmental oversight includes revenue generation, expenditures, properties cash flow analysis and compliance with local, state and federal low-income housing regulations. Ensure that required occupancy rates are accomplished within agreed parameters. Work closely with residents, community organizations, internal staff, and trade associations to further the mission of the organization. Provides support to a diverse group of residents living in all PCRI affordable housing sites. Develop services and activities for residents to address their needs; cultivate liaisons with resources and agencies; facilitate connections between volunteer services & residents. Supervises and facilitate the training of Resident Services Coordinators accordingly. This position requires a motivated and resourceful individual who is sensitive to resident needs; has excellent service coordination, team building, and group facilitation skills; and can thrive independently working with a multidisciplinary team.

**ESSENTIAL FUNCTIONS:**

- Participate in the hiring and training needs of Property Management & Resident Services.
- Knowledge of various rental assistance and affordable housing programs.
- In depth knowledge of rules and regulations surrounding property management.
- The ability to read, understand and follow technical documentation such as Federal, State, Local housing regulations and associated policies and procedures.
- Assist in the creation of property budgets and monitor these operating budgets managed internally by PCRI properties and projections for the housing owned and in the development stages.
- Ensure projects and programs operate within prescribed budget and/or modify as required.
- Plan for and manage property management operations to achieve the short- and long-term financial stability of the PCRI's portfolio.
- Responsible for compliance with landlord tenant law and other relevant legal requirements by providing service expertise in the field.
- Responsible for reporting and complying with funder's requirements, including LIHTC (Low Income Housing Tax Credits), Section 8, HOME and CDBG income restrictions, and all other funding stipulations of the properties.
- Oversee accounts receivables and related court proceedings as necessary.
- Research and evaluate the reporting requirements for new sources of revenue.
- Work directly with Resident Services in gathering information related to resident needs and wants and work with them to achieve their goals. Conduct on- site resident meetings and facilitate the annual completion of resident surveys (or more) to ensure services provided meet resident needs.
- Work with Resident Services to facilitate and organize services, programs and activities for seniors, adults & children that provide essential needs, skill building, build community and self-sufficiency.
- Work with Resident Services to develop supportive relationships with residents and conduct outreach to encourage participation in resident programs.
- Create and maintain data base and/or library of information and referral resources, including liaisons with community groups, neighborhood-based organizations, and agencies providing social services, job training, pre-employment counseling, educational services, medical/mental health care, or other needed services as identified.
- Provide information, assistance, and referrals; advocate for residents when necessary.
- Work with Coordinators to coordinate social and educational activities (e.g. celebrations, classes).
- Accurately prepare and maintain monthly activity reports and other documents as required.
- Oversee the creation of monthly newsletters and calendar of events and activities.
- Coordinate with property managers regarding issues relating to livability, safety and health.
- Assist property management identifying residents in need of rent assistance; provide documentation to agencies and submit applications when available
- Assist with recruiting and coordinating volunteers and vendors.
- Assist Director of PM & RS with administrative duties as assigned
- Attend department and company meetings, trainings, and community meetings etc.
- Maintain resident confidentiality and mutually respectful relationships.
- Assist with other duties as assigned.

**JOB SCOPE:**

The Property Management & Resident Services Manager reports to the Director of Property Management & Resident Services. This position is 40 hrs. per week. Occasional evening or weekend hours required. The Property Management & Resident Services Manager will supervise and oversee activities of Property Management and Resident Services that connect residents with needed services in the community in order to assist them in maintaining their housing and quality of life. This position also works to enhance the sense of community and pride.

**EDUCATION AND/OR EXPERIENCE:**

- Bachelor's degree or equivalent work experience in property management and social services
- Experience managing a departmental staff.
- Experience leasing and marketing rental properties, both residential and commercial.
- 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 Oregon Landlord/Tenant Law, and Fair Housing Laws.
- Knowledge and experience with Section 8 eligibility requirements; experience working with public housing agencies such as Home Forward.
- Experience managing various forms of housing to include scattered site housing: single family, multi-family and apartment complexes.
- Experience with families with children, elderly populations & low-income residents
- Experience with community outreach and organizing; experience working with diverse populations (particularly low-income communities and communities of color).
- Excellent communication, public speaking, and presentation skills.
- Proficient with Microsoft Office Suite.
- Knowledge of another language is a plus.

**QUALIFICATIONS:**

This position requires:

- Knowledge of HUD, LIHTC, HOME, Sec 8 and PBV programs
- Knowledge of rental assistance and affordable housing programs.
- In-depth knowledge of the industry's standards and regulations including, but not limited to, property management, landlord tenant law and fair housing.
- In depth knowledge of all rules and regulations surrounding compliance.
- The ability to read and understand technical documentation such as federal housing regulations and associated policies and procedures.
- Superior attention to detail in order to identify and correct risky practices.
- Knowledge of the community, social and economic resources available to low income individuals, with particular emphasis on resources as they apply to housing.
- Demonstrate ability to communicate effectively both orally and in writing.
- Effective communication skills with the ability to deal with a variety of people under constantly changing circumstances by using tact and diplomacy.
- Ability to prioritize tasks and work under minimal direction
- Ability to understand and follow complex verbal and/or written instructions.
- Familiarity with filing systems and standard business machines.
- Knowledge of computer systems and spreadsheets. Proficient with Microsoft Office Suite: Word, Excel, Outlook.

- Self-motivation and self-organization are 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.
- 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.
- Prioritize many diverse and concurrent activities and responsibilities.
- Knowledge of N/NE Portland area and social services.

**SUPERVISORY RESPONSIBILITIES:**

Supervise and assist the Property Management & Resident Services team on day to day duties.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Real Estate License for the State of Oregon is 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. 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, 11 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 employee's annual salary. Voluntary benefits include: Life Insurance, Short Term Disability insurance, critical and accidental insurance.

**WORK ENVIRONMENT / COMPANY VALUES:**

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.

**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 Tiana Barnett, Office Manager / HR Assistant. 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.