



Job Description – Property Management Compliance Manager

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| Job Title: | Compliance Manager | Department: | Property Management |
| Reports To: | DIRECTOR OF PROPERTY MANAGEMENT & RESIDENT SERVICES | Salary Range: | BASED ON EXPERIENCE: \$28.00 – 35.00 HOUR |
| FLSA: | NON-EXEMPT | Revision Date: | 05/14/2025 |

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 Compliance Manager is responsible for ensuring that our property management operations comply with legal regulatory standards, procedures, and policies. Reviews tenant files for compliance and maintains PCRI’s policies and procedures in regard to Fair Housing, tenant selection, and regulatory procedures. Support Property Management and Assistant Property Management staff by providing direction and oversight of the recertification process, initial household eligibility determination and move-in file review, in accordance with funder compliance and PCRI policy. This position may also support compliance related tasks associated with the organization’s resident services programs.

ESSENTIAL FUNCTIONS:

- Under the general directions of the Director of Property Management Department, the Compliance Manager will ensure the organization operates in accordance with state and federal laws.

- Ensure timely Annual Recertification of tenant incomes in accordance with regulatory agreements.
- Manage and maintain assigned affordable housing portfolio including: tenant file reviews, audits, onsite file reviews, track and complete certifications, transmit property rental assistance into software programs, and input tenant certifications into Property Management Software.
- Work directly with our HUD intermediary HomeFree - USA to ensure program compliance and ability to meet program outputs and outcomes.
- Work with Department Director and Property Management staff on compliance related tasks. Support annual and quarterly (or as directed) compliance reporting of PCRI's scattered sites, rental portfolio per contract agreements with the City, State, HUD and other contracts.
- Work with Department Director to evaluate program processes and procedures and make recommendations accordingly.
- Track certification corrections; research and answer Fair Housing/Equal Opportunity questions brought forth by property or tenant.
- Identifying and reporting compliance issues, irregularities, and violations.
- Preparing and filing compliance reports.
- Perform compliance audits to determine whether establish protocols are being followed and where they can be improved.
- Act as liaison with clients and agencies regarding affordable compliance operations and regulations to ensure program compliance.
- Interpret and dispense all new affordable housing program publications, policies, and procedures.
- Follow up on tenant file audit findings to ensure compliance and report corrections as required.
- Apply technical data, regulations, and policy statements to varying situations.
- Regular and reliable attendance during scheduled hours.
- Enforce terms of rental agreements: ensure that all provisions of the lease are being followed, implement appropriate lease renewal process.
- Update Property Management software, currently Yardi, with tenant information as needed.
- Oversee compliance and management of waitlist and application procedures to ensure compliance with Section 8 and Fair Housing requirements.
- Exhibit professional attitude and appearance at all times and demonstrate a customer service attitude to internal and external customers and service providers.
- Prepare reports, correspondence, and other documents relevant to the department's overall function.
- Check voice mail, faxes and email throughout the day and respond as needed.
- Attend all meetings and training as required.
- Act proactively to ensure the current of knowledge in the areas of housing regulations and best practices in property management.
- Support leasing activities as needed in pursuant of minimizing department vacancies.
- Additional duties as assigned by the Director of Property Management & Resident Services and/or the Executive Director.

JOB SCOPE:

The Compliance Manager reports to the Director of Property Management & Resident Services. This position requires excellent communication skills and organizational skills. Attention to detail is critical for maintaining files, database programs, and compliance reporting. This position manages sensitive financial information; therefore, a high level of confidentiality and professionalism is essential. The Compliance Manager must be able to work independently, with a team, and balance multiple priorities

EDUCATION AND/OR EXPERIENCE REQUIRED OR PREFERRED:

- High school diploma or GED required; college degree preferred in business administration, or related field.
- At least 3 years of progressive experience in a professional setting, particularly in the realm of compliance.
- Must have, or be willing to obtain, a compliance certification.
- Property Management License for the State of Oregon is preferred. Otherwise, ability to obtain LIHTC certification within 6 months of employment.
- 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 is preferred.
- Knowledge of Requirements and Regulations of Oregon Landlord/Tenant Law, Fair Housing Laws and Americans with Disabilities Act is required.
- 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 is preferred.
- Prior experience using Yardi Property Management software is preferred.
- Experience working in a non-profit organization is preferred.
- Preferred to have 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.

POSITION SKILLS AND ABILITIES:

This position involves the following skills and abilities:

- Knowledge of HUD, LIHTC, HOME, Sec 8 and PBV programs
- Knowledge of rental assistance and affordable housing programs.
- In-depth knowledge of the landlord-tenant and low income housing industry's standards and regulations.
- In depth knowledge of all rules and regulations surrounding compliance with applicable federal, state, and local housing programs.
- 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 risk-creating practices.
- 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 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.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

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, 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.

WORKING CONDITIONS:

This job operates in an office setting. This role routinely uses standard office equipment. Office hours are Monday through Friday 8:00am-4:30pm.

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. PCRI-provided housing at favorable rent terms is available for this position, subject to employee entering an employee housing rental agreement with PCRI.

WORK ENVIRONMENT / COMPANY VALUES:

This is not a remote position and is an in the office setting. 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 and drug test may be required. PCRI employees work on site and do not have any remote capabilities. This is an onsite role without an option to be hybrid or remote.

PHYSICAL REQUIREMENTS:

- Must be able to regularly walk up and down stairs up to 8 hours per day.
- Must have the ability to stoop, twist, reach, and pull.

- Must be able to sit and/or stand for up to 8 hours a day.
- The worker is required to have close visual acuity to perform an activity such as viewing a computer terminal and extensive reading.

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 via an online application system, by mail to the attention of Human Resources, 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.