



11515 Canyon Road E, Puyallup, WA, 98373 | 253-620-5400 | www.pchawa.org

JOB POSTING

PORTFOLIO MANAGER

POSITION OVERVIEW:

JOB TITLE: Portfolio Manager

REPORTS TO: Director of Property Management

RATE OF PAY: \$75,000/annual - \$105,000/annual, DOE
HPC Benefits Package

SHIFT/ SCHEDULE: Salaried/ Exempt
Non-Union Position

CLOSING DATE: Open Until Filled

The mission of Housing Pierce County (HPC) is to provide safe, decent, affordable housing and economic opportunity free from discrimination. HPC is a quasi-governmental agency created in 1978 by the Pierce County Council. Although the County Executive appoints and the Council approves HPC's Board of Commissioners, HPC is not a part of the County Government. We operate as both a Public Housing Authority under contracts with the U.S. Department of Housing and Urban Development (HUD) and a mission-driven business enterprise under our own purview with the mandate to expand access to affordable housing in Pierce County. The Board and staff strive to make meaningful, lasting differences in the lives of our participants and community we serve.

GENERAL DUTIES:

Under the direction of the Director of Property Management, the Portfolio Manager will oversee and enforce all operations across a portfolio of HPC and third party managed apartment communities throughout Pierce County, in accordance with applicable housing laws and regulations. The Portfolio Manager will plan, organize and supervise the daily property management services and maintenance operations provided by site-based staff and vendors including but not limited to the care and upkeep of all structures, the appearance and attractiveness of the site, curb appeal enforcement, lease enforcement, the marketing of the site, leasing, rent collection, and resident/community public relations.

ESSENTIAL FUNCTIONS:

The following functions may be performed manually or computerized:

- Manage a portfolio of multiple HPC and third party managed properties and ensure they operate efficiently.
- Develop and execute strategic plans to improve occupancy, revenue, and resident satisfaction.
- Monitor budgets, financial performance, and key performance indicators (KPIs).
- Oversee marketing and sales strategies to increase occupancy and strengthen community relationships.
- Conduct regular site visits to assess operations, resident services, and customer service.
- Identify operational challenges and implement solutions to improve performance.

- Prepare reports for senior leadership on financial, operational, and occupancy results.
- Lead special projects such as acquisitions, transitions, renovations, or turnaround initiatives.
- Ensure budget and financial expectations for assigned properties are being met, review/ approve invoices, and coordinate with HPC Finance Department for accounts payable and residential accounts
- Conduct and provide oversight of procurement activity at communities; approve the requisition of supplies and equipment in accordance with policy.
- Assist in preparing cost estimates for maintenance and special activities. Solicit required bids and prepare documentation for special activities contracts. Monitor project activities to ensure completion of work within time and cost schedules. Provide, or assign supervision of special activities during project in compliance with established procedures and guidelines.
- Monitor Property budgets; resolve variances with property management/ third party management; and ensure capital projects are completed within budget and schedule.
- Conduct inspections of work areas, assigned vehicles, and equipment, and promote practices that eliminate potential hazardous conditions.
- Develop and administer disaster preparedness response capabilities where assigned. Respond to emergencies that necessitate manager level
- Coordinate the transition of any property to the portfolio or to third party managed services
- Help facilitate the process to meet established targets and goals for the portfolio; prepare an Asset Management Plan for the Department which provides short- and long-term guidance as to how to deploy and reposition HPC's real estate assets in light of physical conditions, resident demand, and funding allocations; assist with implementation of Asset Management procedures into the annual budgeting, capital planning and strategic planning efforts of HPC.
- Initiate proactive approach to Risk Management. Ensure that all safety and health rules, standards, and procedures are observed. Ensure all employees have received appropriate safety orientation, required training, personal protective equipment, and clothing.
- Establish and maintain effective working relationships among property management department staff; ensure staff effectiveness and related work practices; train, supervise, and evaluate the performance of assigned staff. Initiate appropriate and progressive disciplinary action for personnel according to established procedures. Maintain time and performance records for assigned staff. Facilitate the flow of information to Human Resources. Identify and coordinate needed resources and training for staff to carry out job responsibilities
- Coach and support staff in the development and implementation of work plans and/or initiatives working cooperatively and interdependently with residents, social service agencies, and all departments. Develop communication plans and establish tracking processes to ensure completion of initiatives and work plans.
- Drive and safely operate a motor vehicle to travel among properties owned and managed by HPC including to and from HPC main office.
- Participates in on-call and weekend emergencies if needed
- Promptly completes incident reports within 24 hours of becoming aware of them in accordance with HPC policy.
- Document all work according to HPC process.
- Maintain reliable and punctual attendance to support daily operations.
- Perform related duties as assigned.
- **NOTE:** The primary job duties noted above are not exhaustive and other job duties may be added as necessary to serve Housing Pierce County and ensure successful business operations.

REQUIRED KNOWLEDGE, SKILLS and ABILITIES:

- Knowledge of:
 - Policies and procedures related to public housing, private sector, and/or tax credit property and/or facilities management.
 - Applicable Federal, State, and local public housing laws, legislation, rules, regulations and guidelines with specific emphasis on HPC, HUD, and IRS policies and procedures related to leasing and occupancy.
 - Basic State and local landlord-tenant issues, laws, provisions and regulations, including codes related to noise ordinances, vehicle towing, parking enforcement, building codes, ordinances, fire regulations, health and safety precautions.
 - Physical assets, maintenance practices, problems, materials and general construction trades.
 - Principles and practices related to community and residential property management.
 - Budget development, analysis and estimating rules for construction.
 - Applicable building and safety laws, codes, regulations, policies and procedures.
 - Safety and Health Program, including Hazard recognition and analysis.
 - Policies and procedures related to maintenance, inventory, and purchasing
- Skills and Ability to:
 - Maintain up-to-date knowledge of program rules, regulations, requirements and restrictions.
 - Interpret, apply and explain rules, regulations, policies and procedures.
 - Review and analyze budget expenditures and revenues.
 - Maintain records and prepare reports.
 - Analyze situations accurately and adopt an effective course of action.
 - Plan and organize work with capability of managing multiple tasks and priorities.
 - Develop and meet schedules and time lines.
 - Work independently with little direction.
 - Hire, train, supervise and evaluate the performance of assigned staff.
 - Communicate effectively both verbally and in writing.
 - Establish and maintain cooperative and effective working relationships with others.
 - Speak publicly, maintaining a positive public image for the agency.
 - Works respectfully and courteously with staff, residents, and the general public.
 - Interpersonal skills using tact, patience and courtesy.
 - Dispute resolution techniques.
 - Apply principles and practices of supervision and training.
 - Work effectively and positively with individuals of diverse racial, cultural, gender-identities, physical and mental abilities, limited-English, and socioeconomic backgrounds.
 - Handle sensitive and confidential information in a confidential and professional manner.
 - Understand and execute oral and written instructions and policies.
 - Proficiency in Microsoft 365 for daily communication, document creation, and team collaboration.

MINIMUM REQUIREMENTS:

- **EDUCATION:** Bachelor's degree in Business, Property Management, Social Services, Human Services, Public Administration, or related fields; OR may substitute additional four years of relevant work experience for the required degree.
- **EXPERIENCE:** Six (6) years' experience in residential property management, housing development, public

housing, affordable housing, urban planning, or related field.

- While these requirements are the traditional standards for developing the skills required for this classification, any combination of experience, training and education that demonstrate the ability to successfully perform the essential functions of the classification may be considered.
- **LICENSES AND OTHER REQUIREMENTS:** Must possess a valid State Driver's License and maintain an acceptable driving record. Proof of current liability insurance is required. Provide authorization for a criminal record background check once a conditional offer of employment has been made.

WORKING CONDITIONS:

- **ENVIRONMENT:** Work is performed in an office and housing site environment. The incumbent will use standard office equipment including personal computers, telephones, copiers, and related equipment.
- **WORK SCHEDULE:** Keep office hours sufficient to serve the public; some weekends and holidays if on call or the need arises.
- **PHYSICAL ABILITIES:**
 - Sitting, standing, or walking for extended periods of time.
 - Dexterity of hands and fingers to operate a computer keyboard and calculator.
 - Ability to read and comprehend various data both on paper and computer screen.
 - Ability to effectively exchange information and make presentations.
 - Ability to conduct site visits.
 - Bending at the waist to retrieve materials.
 - Ability to lift, carry, and transport material up to 25 pounds
 - ADA reasonable accommodation requests will be granted full consideration.
- **HAZARDS:** Contact with dissatisfied, rude, or frustrated individuals
- **REASONABLE ACCOMMODATIONS:** HPC provides reasonable accommodations in accordance with the terms of applicable federal and state laws and in accordance with HPC's employment policies. Please contact the Human Resource Manager, Ney Calhoun at ncalhoun@pchawa.org or 253-339-1842 with any requests or questions regarding reasonable accommodations.

BENEFITS:

In addition to your base wage, HPC provides generous benefits which includes the following:

- Holidays – twelve (12) paid holidays immediately and two (2) additional floating holidays after completion of your introductory first year.
- Health insurance – 100% premium coverage for employee and entire family if Uniform Medical Plan (UMP) chosen; if another plan is chosen HPC still pays 100% of employee premium and the UMP premium equivalent for family and then employee pays the difference.
- Starting from the first day of employment personal time off includes vacation leave use and accrual at the rate of 3.07 hours per pay period increasing with longevity, as well as sick leave use and accrual at the rate of 4.0 hours per pay period.
- HPC provides, at its own expense for each full-time employee, group-term life insurance equal to the employee's annual base salary.
- Participation in Washington State Department of Retirement Systems (DRS).
- Should you elect to participate in the Washington State Deferred Compensation Program (DCP), after the completion of your introductory first year, HPC will match your contribution to a maximum of 6% of your annual base salary (not to include overtime or bonus payments).

Please note, HPC does not participate in Social Security, so no funds will be paid to that federal system by HPC or yourself.

EQUAL OPPORTUNITY:

Housing Pierce County is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected classes in local, state, or federal employment laws.

APPLICATION REQUIREMENTS AND PROCESS:

- Submit both a one-page cover letter and resume.
 - Cover letter needs to address how your experience and education and/or training qualifies you to perform the essential functions listed in the job description.
 - Resume should detail all education and experience that qualifies you for this position.
- SUBMIT: Email cover letter and resume as attachments to HumanResources@pchawa.org with SUBJECT Line of "Portfolio Manager- Your Last Name, Your First Name"
 - OR mail to:
Human Resources
11515 Canyon Rd E,
Puyallup, Washington 98373
- Questions may be addressed to:
Ney Calhoun, Human Resources Manager
humanresources@pchawa.org
253-339-1842
- DUE DATE: Open until filled.