

## Portfolio Manager

**Job Summary:** The Portfolio Manager is responsible for ensuring that the implementation of the strategic plan for a diverse portfolio of communities exceeds ownership goals and objectives, as well as HNN procedures and standards, through the daily supervision of all areas of management for each community within the portfolio. This includes excellent physical appearance and maintenance upkeep, maintaining financial health, stability and compliance, excellent communication skills and resident relations and representation of HNN as a knowledgeable and professional organization in the industry.

### **Essential Duties and Responsibilities**

1. Responsible for managing individual site business plans, including investment objectives, compliance goals, marketing positioning, people, asset quality, and financial goals and objectives.
2. Keep a pulse on the overall makeup, strengths, weaknesses and needs of each community in the portfolio.
3. Prepare a comprehensive operating budget for each community.
4. Approve expenditures in accordance with company purchasing policies and the budget.
5. Manage community financial performance in accordance with the budget and owner needs.
6. Analyze and report on monthly actual financial performance, including owner narrative.
7. Analyze ongoing property insurance, property taxes and mortgage information.
8. Work with Community Managers and Maintenance Supervisors to ensure HNN standards and timely preparation of rent ready apartment homes to fully meet the demand of the market.
9. Determine, communicate, implement, and follow up on any corrective action plans for deficiencies found at communities.
10. Responsible for community risk management, safety standards, and for minimizing employee and resident liability.
11. Work to properly address and document escalated resident relations matters and offer supervision of site staff in such matters.
12. Monitor compliance with Landlord-Tenant Law, employment law and Fair Housing Law.
13. Oversee insurance claim matters or lawsuits and optimize risk management.
14. Oversee the community marketing and advertising program, including establishing rent levels.
15. Visit properties frequently and conduct site inspection reports.
16. Work with the company divisions on new community development within the portfolio ensuring timelines are met for all areas including but not limited to temporary office set up, marketing, hiring, permanent office set up, transition of buildings, lease up, etc.
17. Attend internal operational meetings on a regular basis.
18. Develop and maintain professional working relationships with other departments (Payroll, Accounting, Compliance, Training, Market, Resident Relations, Human Resources).
19. Represent HNN in a professional and ethical manner in the community.
20. Attend periodic industry meetings, training events and functions.

21. Maintain a professional attitude and appearance at all times.
22. Develop, hire, terminate, coach, counsel and/or discipline site staff positions and document thoroughly.
23. Conduct on-going training, supervision, performance reviews, and motivation of site staff.
24. Work within established payroll parameters and expectations.
25. Establish and maintain a good working relationship of harmony and instill the BE ONE TEAM value with all internal and external contacts.
26. Anticipate deadlines and remain accountable for timely acknowledgement and appropriate responses to correspondence.
27. Attend webinars, in person training and online training as communicated by your supervisor, HR or any other corporate designee.
28. Look for ways to improve company procedures, training and industry reputation.

## **Knowledge, Skills and Abilities**

1. Thorough knowledge of Federal Fair Housing and other applicable local, state or federal regulations.
2. Thorough knowledge of tax credit and compliance, HUD, Section 42 (LIHTC).
3. Thorough knowledge of WA state tenant landlord law (RCW 59.18).
4. Thorough understanding of P&L statements, GLs and budgeting.
5. Thorough understanding of Microsoft Office Suite (Outlook/Word/Excel) and ability to quickly learn other HNN software applications, in particular, Yardi.
6. Ability to source, interview, manage and motivate a team.
7. Demonstrates considerable skill in problem solving and conflict resolution.
8. Demonstrates a high degree of flexibility and tolerance for change.
9. Maintains confidentiality in regards to information and situations.
10. Must be able to work at a fast pace, perform duties while under pressure, stay organized and meet deadlines in a timely manner to interact/communicate with other associates, residents, visitors and the public in a professional and pleasant manner.

## **Qualifications**

1. Prefer four-year college degree and at least five years of on-site property management experience and three years of experience as a Portfolio Manager.
2. Prefer CPM, CAPS or other relevant professional certifications. Relevant specialized training completed in non-certificate programs may be considered in lieu of professional certifications.
3. New project lease-up experience.
4. Exceptional leadership skills and ability.
5. Self-motivating with a high level of positive energy, takes initiative and innovates.
6. Exceptional written and verbal communications, responsive and courteous.
7. Exceptional mathematical skills and reasoning ability.
6. Successful completion of background check and drug screen is required.
8. Must have at least a high school diploma/GED.
9. Must be able to speak, read and write English in a manner sufficient to carry out the duties.
10. Must be legally qualified to work in the U.S. meeting I-9 guidelines.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, see, talk and hear. The employee is occasionally required to stand; walk; use hands and fingers; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

## **Work Environment**

1. Flexibility to travel to different locations as needed.
2. Valid driver's license/valid insurance.
3. Flexibility to work evenings and weekends as needed, in particular, for community and/or industry events, as well as community emergencies.

## **Other Duties**

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform. Duties and responsibilities can be changed, expanded, reduced or delegated by management to meet the business needs of the company.

## **AAP/EEO Statement**

HNN provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Further, the company takes affirmative action to ensure that applicants are employed and employees are treated during employment without regard to any of these characteristics. Discrimination of any type will not be tolerated.

## **HNN Accountability**

To your supervisor, Philip Nored, and Jack Hunden and Tom Neubauer as owner representatives and to our entire team – each individual is accountable for everyone else.

## **Signatures**



Life is **Better** Here!

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This job description has been approved by management:

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position:

Employee \_\_\_\_\_ Date \_\_\_\_\_

