



CDH-006 Property Management Assistant

Caritas Housing

Full-Time (40 hours/week); Non-exempt

Reports to: Director of Asset Management

AGENCY OVERVIEW:

Through the principles of Catholic Social Teaching, Catholic Charities of Oregon achieves lasting solutions to poverty and injustice by partnering with clients to meet their economic and educational goals, and to support their physical and social well-being. Catholic Charities is the official domestic relief agency of the Archdiocese of Portland in Oregon.

PROGRAM SUMMARY:

Catholic Charities is a nonprofit social services and low-income housing provider organization dedicated to providing social services and assistance to meet clients' physical, social, spiritual, and psychological needs while helping to develop opportunities for self-help. Caritas Housing includes the divisions of real estate development, asset management, and asset development.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Provide property management of and assist with accounting for scattered site supportive housing operated by Catholic Charities, including but not limited to:
 - maintaining leases
 - generating required notices and other documents
 - processing, tracking, and following up on maintenance requests
 - conducting inspections at move-in, move-out, and for regular preventative maintenance
 - processing utility bills and other invoices
 - collecting and tracking rent payments
- Act as the primary point of contact for residents in Catholic Charities self-managed properties who have property management-related questions/concerns. Document and respond to resident concerns; coordinate with on-site Resident Service Coordinators and Supportive Services team as needed to address concerns and for them to provide support, referrals, and information to residents.
- Coordinate with Catholic Charities' Quality Assurance department to document and respond to resident concerns and incorporate occupancy and other resident data in Catholic Charities' Salesforce Database.
- Maintain and regularly update property budgets and financial performance reports, identify, and escalate to Director any unfavorable metrics and recommendations to address them.
- Document weekly occupancy and violation data for self-managed properties and provide back-up to the Housing Program Assistant as needed for reports from third-party management companies.
- Analyze data and make recommendations to the housing and services teams regarding ways to improve resident retention and stability.

- Staff the Caritas Housing Committee meetings through recording of minutes and maintaining the organizational document archives, including minute books, resolutions and board actions, and the documentation of all legal entities.
- Maintain department records and/or coordinate with Quality Assurance department to maintain records on clients served, including resident demographic profiles of tenants by property and clients served through asset development activities.
- Provide back-up to the Housing Program Assistant as needed to input and analyze monthly property occupancy and financial data received from third-party management companies in internal portfolio tracking spreadsheets.
- In coordination with the Director of Asset Management and Housing Program Assistant, complete administrative activities related to housing entities, Caritas Housing Initiatives LLC, and Caritas Community Housing Corporation (known collectively as Caritas Housing).
- Assist with compliance and program reports to governmental agencies, investors, and funders.
- Assist in preparation of funding applications for operating and capital grants.
- In coordination with the VP of Community Development & Housing (VPCDH), Director of Asset Management and Finance team, develop a schedule of recurring expenses and utilities and ensure timely communication with the VPCDH and Director of Asset Management, Finance, and vendors in case of missing/late invoices or unusual activity.
- Assist the VPCDH and Director of Asset Management and other housing team members to process and track housing team expenses.
- Participate in trainings and coordination meetings as requested by Supervisor.
- Adherence to Catholic Charities policies and procedures.
- Perform other duties and responsibilities as assigned.

QUALIFICATIONS:

- Bachelor's degree or equivalent lived and/or work experience required.
- Minimum 2 years of experience in an administrative capacity, preferably in a non-profit environment. Interest and experience working in affordable housing strongly preferred.
- Minimum 2 years of experience related to residential property management. Interest or experience working in affordable housing strongly preferred.
- Ability to effectively work with standard office programs and have intermediate to advanced ability in Word, Excel, Outlook, Microsoft Teams and PowerPoint.
- Demonstrate judgment and discretion in dealing with confidential matters.
- Commitment to Catholic Charities mission to work in partnership with vulnerable populations to achieve lasting solutions to poverty and injustice.
- Must be able to organize and prioritize work, be proactive, take initiative, follow through, and simultaneously manage multiple priorities to ensure goals are met in a timely manner. High attention to detail required.
- Excellent written and oral communication skills.
- Willingness to learn new skills and take on new responsibilities.
- Strong analytical and strategic problem-solving skills.
- Ability to work well in team setting, as well as independently; be flexible and adapt well to different dynamics in a fast-paced work environment.
- Travel between sites in Portland required. Must have driver's license, access to vehicle and ability to obtain automobile insurance at levels required by agency (100/300/100).
- Satisfactory results from criminal, civil and/or motor vehicle background check required.

VACCINATION POLICY:

Catholic Charities of Oregon requires all employees to confirm they are fully vaccinated, or in the process of receiving the COVID-19 vaccination. Employees can submit the Oregon Health Authority (OHA) request for exception form for medical or religious accommodation. COVID-19 testing in lieu of being vaccinated or having an approved medical or religious exception is not an option.

COMPENSATION:

Compensation is commensurate with skills and experience. Competitive benefits package, including: 100% employer paid health insurance (employee portion), disability, life insurance, paid time off, 13 paid holidays, retirement plan, free parking and more.

TO APPLY: Submit your application, resume and cover letter at

<https://catholiccharitiesoregon.applicantpro.com/jobs/>

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