



Company Vision

RISE Association Management Group of companies is the best-in-class provider of property services for Texas homeowners' associations. Within our various brands and service offerings we offer a range of property services to condominium and townhome communities. We administer the business entities that are community associations specializing in condominium and townhome communities. We're built specifically to solve the kinds of problems that face our condominium and townhomes association clients. We're thought leaders, innovators, and problem solvers. Whatever the issue: we have an expert under this roof who can solve it. We're a team of financial services professionals, facilities maintenance experts, risk managers, and business managers and we're looking for the next generation of problem solvers to join us and be a part of our rapid growth. We implement intelligent solutions, exceptional service, and the RISE way so that we can create a vibrant future and quality of life today. We connect community association, financial, and facility expertise with communities who need it. We are problem solvers and business managers who just happen to be in the business of community association management. Together, we will go far. Together, we RISE.

Our Core Values:

- Precision, Preparation, and Organization (PPO)
- Honor Commitments
- Ownership
- Curiosity
- Partnership
- Find a Way (or make one)
- Inspiring Attitude
- Stewardship

Job Description:

We're looking to hire an eager, curious, and effective **On Site General Manager** to join our growing team.

As an **On Site General Manager** with RISE, you'll enjoy helping our clients to provide management, direction and leadership to ensure the effective execution of daily operations of a facility that consists of condominium units and common elements managed and maintained by the community association. You'll be responsible to deliver exceptional professional services with a focus on maintenance, deed restrictions, client communication, and project management in order to provide excellent customer experiences.

Core Responsibilities include but are not limited to:

- Supervise the operation and administration of the Association in accordance with management agreement and the Association's policies and procedures:



- Includes focus on:
 - Property Maintenance
 - Deed Restriction Management
 - Budget Oversight
 - Organizing, Administering, and Attending Client Meetings (typically in the evenings)
- Daily communication with Association Board of Directors and homeowners as needed.
- Complete regular facility Inspections for maintenance and deed restriction matters.
- Assist Board of Directors/ARB with architectural review process and/or routine inspections, as necessary.
- Prepare Board Meeting materials, bid comparisons, and other documents needed for presentation.
- Oversee legal matters such as collections, deed restriction matters, or disputes.
- Monitor corporate and client delinquency rates and collections process for account portfolio.
- Provide recommendations to the Association Board of Directors and committees regarding major capital expenditures as required to maintain the desired community appearance and operation.
- Serves the Board as a consultant in a professional manner.
- Practice and adhere to the Guiding Principles of the company and respond to all calls / emails within 24 hours of receipt.
- Acquire and maintains current knowledge of state and regulatory agency statutes and the community's documents, polices, and procedures.
- Provides weekly updates of open items and ongoing reporting to the Board regarding collections, ACC requests, compliance, service request and work order activity.
- Provides administrative, operational and managerial advice to Board of Directors.
- Oversee Client budgets and manage payment to vendors providing service to community association.
- Build and foster positive relationships with residents to ensure a high level of service, timely and complete resolution of resident concerns, good communications, and continuous improvement in services for the community.
- Displays exceptional ability to analyze and deal with a variety of situations that otherwise could be potential problems.
- Other duties as assigned.

Required Characteristics:



- Must share our core values.
- Must be willing and able to attend evening meetings with clients as necessary.
- Must be reliable and dependable.
- Must enjoy finding and proposing solutions to problems.
- Must thrive in a fast pace, deadline driven environment.
- Must be willing to self-learn in addition to on-the-job training.
- Must be comfortable with working on new and sometimes unfamiliar problems
- Must be self-motivated, proactive, detail oriented and a team player.

Required Skills, Knowledge, and Experience:

- Strong customer service skills internal and external.
- Strong Excel knowledge; Knowledge of other Microsoft Office products (Word, Excel, Outlook, etc.) at a proficient level; Strong computer skills with a proficiency in data entry, including 10-key.
- Minimum of one (1) year of property management experience.
- Professional communication skills (phone, interpersonal, written, verbal, etc.).

Education/Certification Requirements:

- High School Diploma or equivalent experience and/or bachelor's degree from an accredited university preferred.
- Must have own transportation and ability to travel to and from client sites.

Additional Information:

- All your information will be kept confidential according to EEO guidelines.
- **FLSA Status:** Exempt
- **Status:** Full-Time
- **Hours:** Monday through Friday 8am to 5pm. Evenings and Weekends as required by demand.

Work Location:

- Inner Loop Facility Located Between Medical Center and Galleria
- Work-from-home Not Available

Physical Requirements:

- Ability to lift up to 20 lbs.
- Majority of work schedule will be spent seated.
- 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. While performing the duties of this job, the employee is regularly required to talk



and hear. This position is active and requires standing, walking, and sitting all day. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Typical Working Conditions:

- Works primarily indoors.
- May be required to work any time of the day, evening, or night during the week and/or weekend.

Benefits:

- 20 Days of PTO per Year + 9 Paid Holidays
- Group Health (50% ER Paid), Life & AD&D, Dental, Vision, Short Term Disability, etc.
- 401K

Average Compensation: Will vary depending on experience