



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 Association Manager to join our growing team. As an Association Manager with RISE, you are the face of the association and will be accountable to our clients to deliver the "RISE Difference" with an amazing support team of experts. The support team includes facility management, financial services, and administrative management. You'll lead the way by overseeing all aspects of our service delivery to our clients and you'll need to be a dynamic leader capable of managing a team partnership. You'll will be creating and maintaining strong client relationships, creative problem solving, and maintaining strong culture of service with guidance and accountability to the support team. You and the support team will establish goals and provide direction to the board with strategic planning, and you will keep the pulse on the day-to-day operations of the Associations. This position requires great leadership and communication skills, understanding of financials, property management, project management oversight, client relations, and community association fundamentals.

This role also requires a "find a way" mentality, strong work ethic and ability to work in a fast-paced environment with many competing priorities. Daytime and evening meetings with clients are routine in this role and expected often.

Core Responsibilities include but are not limited to:

- **Operations Management**
 - Ensure compliance with the RISE Way at all locations including the use of standard procedures, adherence to policies, appropriate use of tools and programs by staff in the day-to-day management and operations
 - Provides financial guidance and operational leadership to clients, functions as a consultant to the board to achieve stated objectives.
 - Prepares and reviews monthly Board of Directors packet.



- Attends board and membership meetings proactively, create partnerships and raving fans with board members preventing client retention.
 - Reviews any mass mailings to the membership (budget information, newsletters, election information, etc.).
 - Monitors compliance with Texas Property Code and other applicable laws for accounts managed by team.
 - Skilled in organizing resources, determining priorities, and communicating project planning to an internal support team
- **Client Relationship Management**
 - Build and maintain strong client relationships.
 - Understand clients wants and needs and be a proactive problem solver.
 - Assisting clients to further their goals and ensure our clients are happy and successful.
 - Always provides five-star customer service by attending to all calls and messages within a twenty-four (24) hour period.
 - Create a fully functional partnership with the client and team.
 - New Account on-boarding.

Required Characteristics:

- Must share our core values.
- 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 and self-explore 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 leadership and management skills.
- At least 2 years of experience in multifamily and community association management.
- General understanding of basic accounting principles.
- Strong Excel knowledge; Knowledge of other Microsoft Office products (Teams, Word, Excel, Outlook, etc.) at a proficient level; Strong computer skills with a proficiency in data entry, Adobe, including 10-key.
- Professional communication skills (phone, interpersonal, written, verbal, presentations, etc.).
- A minimum of three to five years' experience in:
 - Property Management
 - Project Management
 - Finance
 - Or Similar/Related Field

Education/Certification Requirements:

- Bachelor's Degree from an accredited university preferred. High School Diploma or equivalent experience.



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:

- 3131 Eastside St., Ste. 130, Houston, TX 77098
- Work-from-home Available Up to **50%** of the time (with conditions and requirements)

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 (75% ER Paid), Life & AD&D, Dental, Vision, Short Term Disability, et al;
- 401K