



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 **Assistant Portfolio Manager** to join our growing team.

As a **Assistant Portfolio Manager** with Rise, you'll enjoy helping our clients and our team by providing outstanding administrative support by way of inbound and outbound support. This includes working with customers on billing and account matters, access device requests, work order creation, and deed restriction matters. This also includes various general administrative responsibilities to support effective community connections and functions. Someone best suited for this role should have a strong customer service background, be extremely organized, and have exceptional communication ability (both written and verbal). This position will require frequent interaction with staff, board members, and homeowners. The **Assistant Portfolio Manager** will be the face and voice of the service our organization provides to end customers. You'll be known for providing friendly, prompt, and accurate information that helps our customers to easily resolve their issues.



Core Responsibilities include but are not limited to:

- Creating Raving Fans every single day;
- Provide inbound callers with a great experience by resolving their questions and needs or directing them appropriately;
 - Callers require support regarding general questions about their community association, billing and fees, deed restriction violations, and reporting maintenance matters;
- Manage service ticket requests all the way to resolution ensuring 2 hour response times;
- Manage and maintain client documents ensuring uniformity and completeness of online and office document filing systems;
- Distribute community notices to customers informing them of important information affecting their community;
- Creates and processes client mailings to distribute information to the community;
- Assist community manager to manage property in accordance with company objectives and metrics.
- Initiate and process to completion vendor work orders for work requests and proposals
- Coordinate and communicate with vendors to ensure timely completion of maintenance and improvement projects
- Encourage, create, and maintain a strong sense of community through resident communication, programs, activities, and management interaction
- General Office Administration

Other Duties May Include:

- Providing coverage and support at locations with personnel needs;
- Attend daily/weekly/monthly department meeting;
- Other functions as assigned by the leadership team;
- Assisting with and attending client membership meetings;

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 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:

- High School Diploma or equivalent; 2 years of college work preferred.
- Ability to speak and write professionally;
- Extremely warm and enthusiastic personality with a strong passion for customer service;
- Conflict resolution experience including escalation;
- 3-5 years of related work experience in a professional environment;
 - Ideally at least 1 year of property management or hospitality management experience.
- 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.
- High level of attention to detail.
- Deadline oriented: ability to work effectively under time constraints and deadline.
- Ability to stay organized and able to handle competing priorities
- Knowledge of typical business correspondence (grammar, structure, punctuation, spelling, etc.) at a proficient level.
- Professional communication skills (phone, interpersonal, written, verbal, etc.).
- Strong customer service skills. Self-motivated, proactive, detail oriented and a team player.
- Excellent phone etiquette.
- A minimum of three to five years' experience with:
 - Inbound and outbound customer calls;
 - Data entry and file maintenance;
 - File/archive documents as needed in physical and/or digital record management system
 - Or similar/related experience;

Education/Certification Requirements:

- High School Diploma or equivalent; 2 years of college work preferred.

Additional Information:

- All your information will be kept confidential according to EEO guidelines.
- **FLSA Status:** Non-Exempt
- **Status:** Full-Time
- **Hours:** Monday through Friday 8am to 5pm. Overtime hours may be required. Dependent on high demand.

Work Location:

- 3131 Eastside Street, Suite 130, Houston, TX 77098

**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.
- May required to attend client board meeting (Mainly in the evenings)

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