



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 Client Success Manager to join our growing team. As a **Portfolio Director** with RISE, you'll provide management, direction, and leadership to ensure a team of Community Association General Managers to help lead their clients to success. This role is accountable to our clients to deliver the "RISE Difference" and to our team of managers to lead the way by overseeing all aspects of our service delivery. You'll need to be a dynamic leader capable of managing a team, maintaining strong client relationships, creative problem solving, and maintaining a strong culture of service and accountability. You'll establish goals and provide direction and planning to achieve them, and administer the day-to-day operations of the Associations which include facility, financial, and administrative management. This position requires great leadership and communication skills, understanding of financials, and property management 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. This role is a member of our leadership team and interfaces with clients regularly. Evening meetings with clients are routine in this role and expected often.

Core Responsibilities include but are not limited to:

- **Performance Management of Team**
 - Performance management of all direct reports.
 - Influences and mentors team
 - Develops and leads with participatory involvement portfolio team meetings, all team meetings and individual manager touch-base meetings.
 - Uses internal and external organizational development tools, resources, and leadership team to stabilize the retention of staff members and develop career paths for those that desire growth.\



- Provides ongoing training and development of team members and ensures implementation of best practices and company policies. Must be able to train on financial fundamentals and general property operations.
- Learns, embraces and integrates company's core values and leadership principles.
- Uses Company tools, policies, and philosophies in the job, and integrates to the team and staff.
- **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 and operational leadership to clients, functions as a consultant to help achieve stated objectives.
 - Reviews monthly Board of Directors packet prepared by staff for content and structure.
 - Attends board and membership meetings proactively, in an effort to mentor managers, create and maintain relationships with board members, and ensure client retention.
 - Reviews any mass mailings to the membership (budget information, newsletters, election information, etc.) produced by staff supervised.
 - Monitors compliance with Texas Property Code and other applicable laws for accounts managed by team.
- **Client Relationship Management**
 - Build and maintain strong client relationships
 - Assisting clients to further their goals and ensure our clients are happy and successful.
 - Provides five-star customer service at all times by attending to all calls and messages within a twenty-four (24) hour period.
 - Mentors the Association Manager with respect to resident portals, property inspections, financial reporting, leadership, Board and committee relations, and contracts.
 - 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 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 4 years of experience in a leadership role with direct reports.
- At least 2 years of experience in community association management.
- General understanding of basic accounting principles.
- 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.
- Professional communication skills (phone, interpersonal, written, verbal, 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 Street, Suite 130

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