



## **Regional Property Manager - Multifamily**

### **ROI Position Specification**

#### **Company Background**

The PMI Group of Companies is a 40+ year old property investment company focused on ownership and management of a portfolio of creative office/warehouse properties and multifamily apartments in Los Angeles and San Francisco. Their headquarters are in Beverly Hills. PMI has a portfolio of nine office buildings totaling 265,000 square feet in the West Los Angeles area; 2 office buildings totaling 100,000 square feet in San Francisco; 17 creative multifamily apartment buildings containing 165 units in Northeast Los Angeles; 3 conventional style multifamily complexes consisting of approximately 700 units; 500 of which are located in 2 building located close proximity to one another in Los Angeles county. They own and operate conventional garden apartment complexes and creative multifamily apartment buildings. PMI is now seeking an experienced Regional Property Manager with deep multifamily apartment experience to supervise the assets and staff of the three Los Angeles Area apartment locations. This position reports directly to the CEO and Owner of the company and will be based in Los Angeles, preferably nearby the property locations.

#### **Job Scope**

The final candidate will act as a staff supervisor and Asset Manager for two multifamily properties totaling 482 units located within 15 minutes of one another in the West Covina Area. S/he will also oversee a Third-Party Property Manager in the San Francisco Bay Area. S/he will review budget variance reports and investigate any major variances by becoming familiar with the properties' accounting requirements and ensure that all requirements are met. The ideal candidate will develop and manage a Financial Dashboard of key metrics for all of the properties. S/he will stay current and up to date on all multifamily regulatory requirements, best industry practices, employment, health & safety practices, and all matters that necessitate strict oversight, compliance and documentation to protect the ownerships' exposure to legal liability and litigation. S/he will have vision, passion and tenacity for the multifamily property management sector and be a seasoned multi-unit manager having a hands-on approach to the business. The ideal candidate will have worked for an apartment property owner/manager in the past, preferably with an owner that has been actively involved in the property management process and have strong references from past employers in the sector. The position is currently open and the company is looking to fill the position on the soonest possible timing.

#### **Key Accountabilities**

- Ensure that the financial performance of all properties is optimized, delivering their fullest potential.
- Development and continuous improvement of a Financial Dashboard that tracks all key metrics of performance while managing the day-to-day operations of the property and their staff for the owner.
- Oversee, direct, and assist Community Managers & Maintenance Supervisors in the overall supervision of the company's properties as necessary while setting aggressive but achievable goals for the staff.
- Hire, train, retain and terminate apartment staff as necessary and monitor all on site staff for compliance with company's employment policies.
- Train on-site staff to optimize their focus and sales skills relating to qualifying prospects, converting eligible prospects to tour, and capturing leases, securing lease renewals and obtaining the highest lease rental rates.
- Reviews, analyzes, and interprets market data to identify emerging trends that may impact the performance of the portfolio.
- Strive to minimally maintain and seek to increase high ratings for each property's online reputation reporting services including Yelp, Google, Apartment Ratings and Apartments.com.
- Manage and monitor all actively utilized advertising mediums to insure they are providing qualified leads that convert to rentals cost effectively and keep abreast of all digital advertising platforms and trends.
- Ensure that optimal apartment curb appeal is maintained, focusing on such factors as landscaping, appearance and upkeep.





- Prepare reports for the owner on the status of all properties. This includes 1) weekly operations status reports, 2) monthly reports on variances in budgets, and 3) unit interiors condition report for each property, as well as any other reports that Company shall require.
- Create and approve the annual budgets each year incorporating unit interiors and physical plant capital expenditures as determined by unit interiors condition report.
- Stay current on all California Fair Housing regulations and Section 8 qualification guidelines.
- Oversee implementation of preventative maintenance procedures at each property.
- Provide oversight for asset preservation and optimization of revenue, including physical evaluation of properties as indicated by property information reporting.
- Fill the role of an effective Asset Manager of a 192-unit apartment complex located in the Bay Area being managed by a Third-Party property management company.
- Effectively interface with them, oversee their performance, and monitor that they are proactively managing the property and are on top of the tasks they are responsible for.
- Oversee all aspects of the construction process to ensure all jobs are brought in on time and budget.
- Reviewing and ensuring that the company's customer service KPIs are maintained and improved with an eye towards enhancing the company's reputation and social media ratings.
- Provide sounding board insights to commercial property manager if requested with the purpose being that the process of collaboration will enhance their decision-making process by generating ideas or bringing comfort by way of second opinion.
- Help as needed, finding, qualifying, coaching and hiring personnel for the commercial property management division. If the commercial property manager required lengthy absence or their replacement was necessary, run the management of the office buildings as a bridge during their absence.

### **Required Skills, Qualifications and Motivations**

- A seasoned, metrics-driven multi-unit apartment manager with 15+ years of work experience.
- Regional Multi-family management experience while directly reporting to the property owner is required.
- A change agent and problem solver who knows how to improve operational efficiency and productivity.
- Patience to work closely with a very involved owner who deeply understands the challenges of property management. A capacity to learn, has "thick skin" and won't be put off by an experienced owner.
- A solid analytics mindset is required along with the capability of reading, analyzing and understanding business documents (e.g., Budgets, Financial Statements, Lease Agreements, Vendor Contracts and Landlord/Tenant Law)
- Strong written and verbal communication and presentation skills and a high degree of patience is key.
- Best Practices focus in both operational management excellence and people leadership and development in a multi-unit setting who knows how to keep his or her team accountable.
- A strategist and an executional leader who has an entrepreneurial spirit committed to growth and knows how to make value enhancements to the properties s/he manages.
- Familiarity with and adequate experience construction management projects in a multifamily setting is essential.
- Ability to detect and solve problems in a transparent and cost-effective manner is essential.

### **Education, Compensation, Benefits and Location**

The successful candidate will have completed an accredited Bachelor's degree in business or a related field. Coursework or certification in the real estate and/or property management field (i.e., CAM, CPM, CAPS) is preferred but not required. The company is offering a competitive base salary, discretionary performance bonus and participation in all of the company's benefit plans. The Manager will report to the CEO/Owner.

### **For Further Information, Please Contact:**

Mr. Brandt A. Handley, Managing Director. ROI Executive Search  
T: 805.455.2702  
E: Brandt@Go4ROI.com

