



JOB DESCRIPTION

Job Title:	Portfolio Director	Department:	Operations
Reports To:	Vice President of Property Operations	FLSA Status:	Full-time/Exempt
Salary Range:	\$90,000.00 - \$109,083.00/year		

SUMMARY

The Portfolio Director is a key leadership position responsible for overseeing property management and maintenance operations across the assigned portfolio. This role combines strategic oversight with hands-on management to ensure optimal property performance, tenant satisfaction, regulatory compliance, and team cohesion. The Portfolio Director will work collaboratively with other leadership members to achieve operational excellence and meet organizational goals. This position reports to the Vice President of Property Operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Leadership and Collaboration

- Serve as a member of the leadership team, contributing to the development and execution of organizational strategies.
- Oversee and provide leadership to Property Managers and maintenance teams, ensuring alignment with organizational goals and fostering a culture of accountability and excellence.
- Work collaboratively with all departments to ensure operational objectives are met.
- Foster a cohesive and high-performing team across maintenance and property management through mentoring, training, and evaluation.
- Respond promptly and effectively to resident issues, complaints, and concerns.

2. Portfolio Management

- Prepare, implement, and monitor property operating budgets to maximize NOI and control costs.
- Ensure timely collection of rent, management of repayment agreements, and initiation of corrective/legal actions when necessary.
- Develop and oversee tenant retention programs to maintain occupancy levels at approved rental rates.
- Monitor and report portfolio performance metrics, including rent collection, vacancies, work order completion, and compliance status.
- Establish and enforce compliance with Affirmative Fair Housing and Equal Opportunity/Affirmative Action policies.



3. Maintenance Oversight

- Oversee all maintenance and groundskeeping operations, ensuring preventative maintenance schedules and safety standards are met.
- Conduct periodic property inspections to ensure compliance with quality standards, maintenance schedules, and regulatory requirements.
- Approve work schedules, overtime, and contracts for third-party vendors, ensuring cost-effectiveness and adherence to safety protocols.
- Plan, schedule, and supervise capital improvements, repair projects, and inspections by investors, auditors, and other stakeholders.

4. Inventory Management

- Collaborate with property management and maintenance teams to establish and maintain an efficient inventory management system for all company property, tools, equipment, and supplies.
- Ensure accurate tracking of inventory levels, conducting regular audits to prevent loss, misuse, or damage of company assets.
- Develop and implement protocols for the proper storage, usage, and maintenance of equipment to extend its lifespan and ensure safety compliance.
- Coordinate with purchasing teams to ensure timely procurement of supplies and equipment while adhering to budgetary guidelines and organizational policies.
- Maintain comprehensive records of all inventory, including equipment manuals, warranties, service contracts, and inspection documentation.
- Identify opportunities to improve inventory management processes and implement cost-saving measures to optimize resource utilization.
- Ensure all maintenance staff are trained on proper inventory management procedures, including check-in/check-out processes for tools and equipment.

5. Training and Development

- Collaborate with VP of Property Operations, Human Resources, and other departments throughout ECC to create and coordinate comprehensive training programs for maintenance staff and property management staff, ensuring alignment with organizational goals and compliance requirements.
- Implement standardized training policies and procedures that include onboarding, safety protocols, technical skills, and ongoing professional development.
- Develop a training calendar in partnership with HR, incorporating programs such as NSPIRE certification, OSHA training, compliance, customer service, and other property management and maintenance competencies.
- Work with the Compliance and Resident Services teams to ensure training addresses resident engagement strategies, fair housing regulations, and effective communication skills.



- In collaboration with the VP of Property Operations, evaluate training effectiveness through feedback surveys, performance metrics, and periodic assessments, using the results to improve and refine training programs.
- Ensure all staff members have access to equitable training opportunities and maintain updated records of certifications, training participation, and compliance requirements.
- Support team leaders in identifying skill gaps and professional development opportunities, offering tailored solutions for individual and team growth.

6. Safety and Security

- Ensure all staff members receive annual training on OSHA requirements and other relevant safety protocols to maintain compliance and promote a culture of safety.
- Ensure that all relevant safety programs are reviewed and updated annually.
- Develop and implement safety programs that encourage proactive safety practices and reinforce a commitment to maintaining a secure work environment.
- Ensure that Safety Data Sheets (SDS) are properly maintained and accessible at all properties, in compliance with OSHA regulations.
- Oversee all maintenance shops to ensure they meet OSHA compliance standards, addressing deficiencies promptly and effectively.
- Conduct regular safety audits and address potential risks and hazards.
- Implement measures to enhance staff safety, such as providing panic buttons, emergency response tools, and clear protocols for handling emergencies.
- Ensure proper implementation of security and emergency action plans, conducting regular drills to prepare staff for potential scenarios.
- Address and resolve all safety and security issues in a timely manner, recommending actionable improvements as needed and maintaining open communication with leadership.

7. Administrative and Financial Oversight

- Prepare, implement, and monitor property operating budgets to ensure cost control, maximize revenue, and achieve NOI goals.
- Approve and oversee all department purchasing, ensuring adherence to organizational policies, including bidding guidelines, and actively seeking cost-saving measures.
- Evaluate, negotiate, and approve contracts with third-party vendors and service providers, ensuring cost-effectiveness, proper authorization, and compliance with organizational and legal requirements.
- Oversee procurement processes for equipment, tools, supplies, and services, maintaining accurate records and ensuring timely delivery.
- Ensure proper documentation of all procurement activities, including purchase orders, vendor contracts, warranties, and service agreements.
- Maintain compliance with organizational procurement policies and external regulations, conducting audits as necessary to verify adherence.
- Work with internal teams, including Accounting and Finance, to ensure procurement aligns with budgetary and strategic objectives.



- Monitor and manage expenditures related to maintenance and property management operations, identifying opportunities to optimize procurement processes and reduce costs.

8. Stakeholder Engagement

- Participate in resident meetings and maintain ongoing communication to address concerns and promote community engagement.
- Work collaboratively with internal and external stakeholders, including Compliance, Planning and Modernization, Resident Services teams and other key stakeholders.

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong leadership and supervisory skills with the ability to mentor and motivate teams.
- Expertise in multi-family property management, maintenance operations, and financial oversight.
- Comprehensive knowledge of HUD regulations, Connecticut Tenant/Landlord laws, and Affirmative Fair Housing standards.
- Proficiency with property management software (e.g., Elite, Yardi, or similar systems) and financial reporting tools.
- Exceptional communication skills with the ability to build relationships with residents, staff, and external partners.
- Demonstrated success in stakeholder engagement with internal teams, residents, and external partners.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Must be able to remain at a desk for a period of up to 8 hours.
- Regularly work a 35-hour workweek.
- Fast-paced working environment.
- Travel between locations required.

EDUCATION AND EXPERIENCE

- Bachelor's Degree preferred and seven (7) or more years' experience managing affordable and low-income housing tax credit programs (LIHTC) required.
- Proven track record of managing and leading teams across diverse property portfolios.
- Experience with budget preparation and financial oversight, including managing operating budgets, maximizing NOI, and optimizing expenditures.
- Experience with capital improvement projects and vendor/contract management, including negotiation and cost optimization.



- Experience developing and implementing training programs, including compliance, safety, and technical skills training, strongly preferred.
- OSHA-30, NSPIRE, Tax Credit Specialist (TCS), and Certified Property Manager (CPM) preferred.
- Valid CT driver's license required.