

Business Operations Administrator

[Glencrest](#) is a multifamily investment company founded in 2019 whose mission is to improve the lives of our residents, investors, team and society. We create communities that our residents are proud to call home and currently own twelve properties across four states.

Glencrest was formed in 2019 by apartment industry veteran [John Adair](#) (former head of capital transactions at Prime Residential, one of the largest apartment investors in the Western US) and serial tech entrepreneur [Mike Bergelson](#).

We would like to add 2 – 3 critical team members in 2023 to help us keep growing and working to achieve our mission.

Role summary

As a rapidly growing business, we need to simultaneously create and evolve our processes.

This role will provide the Business Operations Administrator with exposure to all aspects of the multifamily investment business, including transaction management and corporate office operations. Additionally, we would like assistance evolving our workflows and processes to ensure that we're operating as efficiently and securely as possible.

While much of the work can be done remotely, commuting proximity to our downtown San Francisco office (ideally spending 1 -2 days a week in the office) is a plus. Additionally, we host in-person team meetings three times per year, as we believe in-person collaboration and relationship building is an important aspect of growing and developing our team. The in-person meetings are generally held at our office in downtown San Francisco but occasionally take place in the Portland or Seattle areas.

This role can be part-time (20 - 30 hours) or full time. If part-time work is preferred initially, the role could grow to full-time (still remote, if desired) if the candidate is so inclined.

Detailed description of responsibilities

Duties will include supporting various aspects of our transactions workflow, ongoing asset management and corporate operations, including compliance and reporting. Also, helping us identify and implement internal process improvements. Additional responsibilities may be added as we continue to grow.

The position will have the following primary responsibilities:

- Transaction administration – the workflow for deal closing is surprisingly complex and involves a number of counterparties, e.g., lenders, sellers, investors, third-party inspectors, accountants and attorneys. We need help managing this workflow to ensure that each aspect of the process is completed accurately, delivered to the right places at the right time, and that nothing gets dropped.
- Funds tracking – we have 80 – 100 investors (a number that might rise over time) in any given transaction and need to tie funds received with investment commitments, including working with investors and bankers when issues arise.

- Reporting – each quarter and at year-end, we assemble materials for accountants, lenders and investors. The Business Operations Administrator will help support these projects as they arise (some are ad hoc, others are predictable).
- Process development – we have created and implemented processes for the transactions we've closed to date but now want to document our processes to work towards our objective of best-in-class governance.
- Accounting - supporting the corporate bookkeeping process; including invoice tracking, QuickBooks entries, payment processing, expense reports and property bill-backs.
- Entity administration - we currently have over 30 registered entities that operate in multiple jurisdictions (county, state and federal) and need help with entity management including reporting requirements and fee payments.
- Office administration - general administrative tasks related to the support of corporate operations, e.g., record keeping and file management.

Key attributes

- Possesses unquestionable integrity
- Excited to be in an earlier-stage business where building processes is part of the day-to-day
- Extremely detail oriented
- Able to prioritize, stay organized and meet critical deadlines
- Hard working; can be counted on to exceed goals successfully
- Very responsive
- Cool under pressure and channels frustrations productively (and / or humorously)
- Able to think critically and solve problems logically
- Willing to dig into the weeds and pick up slack, when necessary
- Able to balance the demands of a fast-paced career with those of life beyond work
- Deeply empathic and respectful of those we interact with on a daily basis
- Handles direct feedback well and uses it to learn and evolve

Job experience and education requirements

We recognize that the paths taken by amazing, ambitious candidates will not all look the same. Having said that, there are a few requirements for this role:

- 5+ years of operations or administrative work experience in a fast-paced environment; 'start-up' or commercial real estate experience a plus
- Legal or accounting background a plus but not required
- Fluency with Excel and Word; experience with Google Sheets and Docs a plus
- Familiarity with modern productivity tools such as Microsoft OneDrive and Google Drive
- Quickbooks Online or other accounting software experience is a plus
- Yardi or other property management software experience is a plus
- Bachelor's or advanced degrees are preferred but not required
- Excellent written and verbal communication skills

Compensation

Depending on the part-time or full-time preference of the candidate, this role will be hourly or salaried; base and bonus are competitive with similar roles in the private-equity and real estate industries. We also offer a number of benefits to all team members (some are dependent on number of hours worked if part-time).

Our commitment to opportunity and diversity

We don't just accept difference — we cultivate it for the benefit of our team, residents and neighbors. Glencrest is proud to be an equal opportunity workplace and does not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status or disability status.