

Asset Manager

[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 of them 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

How we operate our rapidly growing portfolio of communities is a key driver for the success of our business.

The Asset Manager will be responsible for overseeing all aspects of property management for eight to ten communities and will work closely with our marketing, construction management and analytics functions, as well as the on-site staff at each property.

The Asset Manager will report to the Managing Partner in charge of asset management, operations and administration (Mike). The role will require frequent travel to our apartment communities (typically 2 - 3 times per month, per property) so proximity to our Portland- and Seattle-area communities is a requirement.

Detailed description of responsibilities

Duties include assessing property performance, contributing solutions to operational and physical challenges that arise, managing a dynamic set of relationships, analysis of alternatives for achieving financial results, reporting financial and project-specific information to internal and external partners, and ensuring that we provide an excellent experience for our residents.

The position will have the following primary responsibilities:

- Developing annual budgets and business plans and working with our property management partners and other Glencrest team members to achieve goals
- Measuring and managing property performance against projections, annual budgets and the competitive set
- Ensuring properties comply with all internal and external reporting requirements and assisting personnel responsible for report distribution
- Reviewing monthly operating statements and revising strategy as necessary
- Conducting frequent site inspections
- Interacting with internal staff and external partners to achieve property goals
- Reporting portfolio and asset-level performance to leadership on a quarterly basis
- Supporting process improvement projects within and outside the department

- Overseeing recruiting, hiring, ongoing staff development, management and compensation of property team members
- Analyzing potential acquisitions on a number of dimensions, e.g., operational performance, physical condition and market strength in partnership with our transactions team
- Reviewing underwriting for new acquisitions based on due diligence findings, market surveys and operational benchmarks.

Key attributes

- Possesses unquestionable integrity
- Committed to balancing the sometimes competing interests of our residents, the environment and communities we inhabit and our colleagues without compromising on investor obligations
- Passionate about building a long-term career in the multifamily industry
- Interpersonally savvy; easily passes the "Pittsburgh airport test"
- Action oriented and averse to making excuses
- Able to prioritize, stay organized and meet critical deadlines
- Hard working; can be counted on to exceed goals successfully
- Extremely responsive except when they're off the grid
- Cool under pressure and channels frustrations productively (and / or humorously)
- Able to think critically and solve problems logically
- Willing to do the job no one else wants to
- Loves putting on work boots and getting some dirt under their fingernails
- 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

- 5+ years of work experience in a fast-paced, customer service-oriented environment
- 4+ years of multifamily property management experience (ideally as a regional manager) or asset management experience
- Owner-operator asset management experience nice to have but not required
- Outlook, Excel and PowerPoint (or Google Sheets and Slides) fluency is required
- Yardi or other property management software proficiency is required
- Bachelor's degree preferred but not required
- Writes and speaks English extremely well

Compensation

Competitive base and bonus. We also offer all full-time team members a comprehensive benefits package including:

- Medical, dental and vision insurance
- 401(k) with company match
- Pre-tax healthcare and dependent care flexible spending accounts
- Commuter benefits
- Vacation and sick leave
- Work-from-home infrastructure stipend
- Training and career development opportunities (still a work in progress; we're developing our learning and development capabilities but aspire to lead the industry as we evolve)

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.