



Native American Youth and Family Center

5135 NE Columbia Blvd, Portland, OR 97218 | p 503.288.8177 | f 503.288.1260 | nayapdx.org

The Mission of NAYA Family Center is “...to enhance the diverse strengths of our youth and families in partnership with the community through cultural identity and education”.

Regional Portfolio Manager

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|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Department/Program | Community Development/Property Management |
| Compensation | \$95,000 to \$105,000 per year |
| Employment Status | Regular, Full-Time, Exempt |
| Benefits | Medical, dental, vision and life insurance and flexible spending accounts. 401K retirement plan and match up to 6%. 16 paid holidays, sick and vacation accrual with vacation accrual increasing with tenure. |
| Hours | 9 am to 6pm with occasional evening and weekend events required |
| Supervision | Affordable Housing Property Manager |
| Reports To | Community Development Director |
| Job Location | 5135 NE Columbia Blvd, Portland, OR |
| Created/Revised | May 2026 |

Position Description

This role will serve as the operational and supervisory lead for NAYA’s property management company. The Regional Portfolio Manager will oversee the Affordable Housing Property Manager and support the continued expansion of NAYA’s in-house property management model across the organization’s full housing and commercial portfolio.

This is an exciting and important leadership role because the Regional Portfolio Manager will help shape the systems, culture, and long-term strategy of NAYA’s property management company as it grows from managing 19-units into a portfolio-wide platform. This position will ensure strong property operations, resident-centered service, staff support, compliance, and portfolio performance while building the structure needed to scale.

Essential Functions

- Supervise, coach, and support the Affordable Housing Property Manager through regular check-ins, goal setting, problem-solving, and performance feedback.
- Build the staffing structure, workflows, and systems needed to expand NAYA’s in-house property management company across the full housing and commercial portfolio.
- Oversee portfolio-wide property management operations, including occupancy, receivables, work orders, leasing, vendor performance, resident concerns, compliance, and physical asset standards.
- Develop and implement standardized policies, procedures, and operating systems that support consistency across properties.
- Support the successful transition of additional properties into NAYA’s in-house management platform.
- Monitor property performance metrics and provide regular updates on occupancy, collections, turnover, maintenance response, and resident experience.
- Partner closely with NAYA asset management, real estate development, housing services, and finance staff to align operations with long-term goals.

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- Oversee vendor relationships, maintenance standards, service contracts, and portfolio-wide preventive maintenance systems.
- Ensure all properties remain compliant with affordable housing requirements, Fair Housing laws, Landlord Tenant laws, and funding partner requirements.
- Lead preparation for inspections, audits, file reviews, and reporting deadlines.
- Support budget development, expense oversight, and cost containment strategies that do not compromise livability or resident trust.
- Help design staffing plans and future hiring recommendations as the portfolio grows.
- Strengthen communication and coordination between property management and resident services teams.
- Make recommendations for operational improvements based on evidence, information, and experience.
- Help create a culturally grounded property management approach that strengthens community, trust, and resident stability.

Additional NAYA Youth and Family Center Duties

- Understand and adhere to client and resident confidentiality.
- Support the coordination of wraparound services with other NAYA Family Center programs.
- Work as an active member of Community Development team.
- Participate actively in team projects and events.
- Conduct yourself in a respectful manner at events, as you are representing NAYA.
- Other duties as assigned by the Community Development Director.

Qualifications

Experience

- At least five years of progressive experience in residential property management, affordable housing operations, or portfolio oversight.
- At least two years of experience supervising staff, coaching performance, and building team accountability.
- Experience managing or overseeing multiple properties, property managers, or site teams.
- Affordable housing experience strongly preferred, including LIHTC, PSH, or culturally specific housing models.
- Experience building systems, policies, and procedures in a growing or startup environment is strongly preferred.
- Experience with property management software, such as Yardi, is strongly preferred.
- Experience working with the urban and reservation Native American population, including working within a tribe, board, or other Native organization is a plus.
- Work or lived experience in the Native community or commitment to learn Native American history, an understanding of the diversity of the local American Indian/Alaskan Native community and issues surrounding the Urban Native experience.

Certifications/Credentials:

- Active Oregon Property Manager License required or ability to obtain within 6 months
- Affordable housing compliance certifications, including LIHTC, HUD, or Fair Housing training, strongly preferred

Skills

- You are a people-centered leader who enjoys supporting staff growth, creating accountability, and helping teams succeed.
- You know how to move between strategy and execution, building systems while staying connected to day-to-day operations.
- You are highly organized and know how to create structure in growing environments.
- You enjoy solving operational challenges and improving systems.
- You communicate clearly, directly, and respectfully with staff, residents, vendors, and partners.
- You are calm under pressure and able to support staff through escalating resident or property issues.

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- You are skilled at balancing strong compliance systems with human-centered resident experience.
- You are comfortable using data, dashboards, and reporting to drive decisions.
- You have strong follow-up and create systems that prevent tasks from falling through the cracks.
- You value teamwork and know how to build trust across departments.
- One of your highest values is community.

Work Environment: NAYA employees are expected to work on site most of the week, and after onboarding have pre-approval to work on Mondays and Fridays off-site or at home. With supervisory approval, employees may be able to work off-site or at home for more than 2 days per week.

Physical Requirements:

- The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell.
- The employee may be required to sit for extended periods of time.
- The employee must occasionally lift and/or move up to 30 pounds
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Equipment Used: Computer, phone, fax, copy machine.

Safety Considerations: Some travel may be required.

Other Requirements:

1. Valid Oregon or Washington State Driver License or must be able to obtain one upon hire (must be eligible to be an insured driver under NAYA Family Center's liability insurance policy which requires an Oregon or Washington driver's license)
2. Successful completion of a background investigation (including a fingerprint criminal history check; see [here](#) for more information)
3. Successful completion of a DHS Background Check Unit

Application Procedures:

Interested candidates should submit:

1. A Cover Letter addressing your qualifications for the position and why you are interested in joining the NAYA Family Center team
2. A current Resume

Note: Candidates selected for a job offer will be asked to complete a NAYA application, if they haven't already

Application forms and additional information about employment at NAYA Family Center can be found at <http://www.nayapdx.org/about/jobs>.

Application Deadline: Open until filled

Attention: Incomplete applications will not be considered. Electronically submitted applications are preferred. Due to the sheer number applicants, only those applicants selected for an interview will be contacted. Please respect our no phone calls policy. This job description does not constitute an employment agreement and is subject to change by the employer due to changes in grants and funding sources.

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Please submit application materials via the links on our website or send application materials to:

Attn: Human Resources
Native American Youth and Family Center
5135 NE Columbia Boulevard
Portland, OR 97218
Fax: (503) 288-1260
E-mail: jobs@nayapdx.org