

Owner Relations & Growth Manager

Are you passionate about property management and business development?

We're hiring an Owner Relations & Growth Manager to help us expand our portfolio and strengthen our market presence. In this role, you'll cultivate new business opportunities through networking, referrals, and community partnerships, while also building lasting relationships with current property owner clients. This is the perfect opportunity for a results-driven professional who thrives on both relationship management and growth.

Primary Responsibilities:

Business Development & Client Acquisition

- Respond to inbound leads and convert qualified prospects into clients.
- Develop a pipeline of new prospects through networking, referrals, social media, and industry connections.
- Prepare and deliver compelling proposals and presentations to demonstrate the value of our services.
- Track and manage pipeline activity within CRM, maintaining accurate notes and conversion metrics.
- Partner with real estate agents, brokers, and other professionals to expand the referral network.
- Lead and manage the client onboarding process, ensuring a seamless transition into our portfolio.

Client Relationship Management

- Build and maintain strong, trusted relationships with owner clients to ensure satisfaction and long-term retention.
- Serve as the main point of contact for clients, addressing concerns and managing requests with professionalism and efficiency.
- Conduct quarterly Zoom meetings with owners to provide updates, review performance, and discuss strategies.
- Collaborate with internal teams to resolve issues related to owners, properties, and tenant relations.
- Provide timely, clear communication through phone, email, and in-person meetings.

Financial & Portfolio Oversight

- Review and analyze owner statements for accuracy, providing explanations when needed.
- Approve bills that exceed client authorization thresholds while ensuring alignment with client goals.
- Support preparation of daily, weekly, and monthly portfolio reports as well as annual tax documents (1099s, etc.).
- Manage owner portal inquiries to ensure clients fully understand reporting and performance metrics.

Maintenance Oversight

- Review and approve maintenance requests in alignment with client expectations and budgets.
- Follow up on maintenance projects, providing timely updates and documentation to clients.
- Collaborate with vendors and property management teams to resolve escalations.

Additional Duties

- Monitor compliance with Fair Housing, Landlord/Tenant, and property management laws.
- Stay informed on industry trends and provide feedback on improving client services and internal processes.
- Contribute ideas and content for monthly owner newsletters to keep clients informed and engaged.

Qualifications

- Property Manager License (OREA) required — must be obtained within 90 days of employment.
- Proven experience in client relationship management, sales, or business development (property management or real estate preferred).
- Strong understanding of financial reporting and property operations.
- Excellent verbal and written communication skills, with the ability to handle difficult conversations professionally.
- Demonstrated success in achieving sales goals and driving business growth.
- Proficiency with CRM systems, Microsoft Office Suite, and ability to learn new technologies.
- Highly organized, detail-oriented, and adaptable problem solver.

Salary & Benefits

- Competitive salary with performance-based incentives and commission on new sales.
- Simple IRA with 3% company match.
- Health insurance.
- Paid PTO & Holidays.
- Hybrid work environment (with in-office presence 3+ days per week).
- Professional development opportunities.