Property Manager

JOB DESCRIPTION

Reports To: Director of Housing
Employment Type: Full-Time, Exempt
Pay Range:
Schedule: Monday–Friday, with availability for emergencies as needed
Location: Assigned property/properties

Position Summary

The Property Manager oversees the day-to-day operations, financial performance, and physical condition of an assigned property or portfolio. This role is responsible for leasing and occupancy, resident relations, rent collection, vendor and maintenance oversight, budget management, and compliance with applicable housing regulations.

The ideal candidate is organized, service-oriented, and financially savvy, with the ability to balance strong resident relationships against the operational and financial goals of the property.

Key Responsibilities

Operations & Resident Relations

- Manage the day-to-day operations of the assigned property and serve as the primary point of contact for residents.
- Respond to resident inquiries, concerns, and complaints promptly and professionally, working to maintain high resident satisfaction and retention.
- Oversee leasing activity, applications, screenings, move-ins, renewals, and move-outs in line with policy and fair-housing requirements.
- Maintain high occupancy by coordinating marketing, showings, and timely unit turnovers.

Financial Management

- Manage rent collection, delinquencies, and payment plans, and follow established procedures for past-due accounts.
- Assist in preparing and managing the property's annual operating budget, and monitor income and expenses against it.
- Review and approve invoices, control operating costs, and report on financial performance to the Director of Housing.
- Maintain accurate financial, leasing, and resident records.

Maintenance & Vendor Oversight

- Oversee the maintenance team and coordinate work orders, preventive maintenance, and unit turnovers.
- Source, schedule, and supervise vendors and contractors, and review their work and invoices for accuracy and quality.
- Conduct regular property inspections to ensure safety, cleanliness, curb appeal, and timely repairs.

Compliance & Reporting

- Ensure the property complies with applicable local, state, and federal housing regulations, including fair-housing laws.
- Maintain required documentation, certifications, and files, and support audits and inspections.
- Prepare regular reports on occupancy, financials, maintenance, and resident matters for leadership.

Qualifications

Required

- Three to five years of property management experience, preferably in residential or multi-family housing.
- Working knowledge of leasing, rent collection, budgeting, and property operations.
- Familiarity with fair-housing laws and applicable landlord-tenant regulations.
- Strong organizational, financial, and problem-solving skills.
- Excellent communication and customer-service skills with residents, staff, and vendors.
- Proficiency with property management software and Microsoft Office / Google Workspace.
- Reliable transportation and a valid driver's license.

Preferred

- Bachelor's degree in business, real estate, public administration, or a related field.
- Experience with affordable housing programs (e.g., HUD, LIHTC, Section 8) and related compliance.
- Supervisory experience managing on-site staff.

Physical Requirements & Work Environment

- Ability to move throughout the property, including stairs, grounds, and units, during inspections.
- Ability to sit and work at a computer for extended periods.
- Occasional lifting of files, materials, or supplies (up to approximately 25 pounds).
- Availability to respond to property emergencies outside of regular hours as needed.

Compensation & Schedule