



Property Manager Job Description

Program: Housing & Homelessness	Reports to: Housing Director
Job Location: Lyons Gardens	Position Status: ☒ Full-Time ☐ Part-Time
FLSA Classification: ☒ Exempt ☐ Non-Exempt	Salary Range: \$60,364 - \$65,000

Job Summary:

The Property Manager is responsible for the day-to-day operations of Family Eldercare's Senior Housing Facility. This position ensures compliance with all corresponding governmental requirements while maintaining accurate tenant files, processing recertifications, and overseeing the work order system. The Property Manager provides exceptional customer support to residents, works in collaboration with the Director of Housing, maintenance staff, and the VP of Housing and Homelessness Services to ensure housing operations are efficient, compliant, and aligned with Family Eldercare's mission to provide safe, affordable, and supportive housing for seniors.

Essential Responsibilities:

1. Property and Compliance Management

- Oversee daily operations of the multi-unit Senior Housing Facility.
- Ensure full compliance with corresponding government requirements annual and interim recertifications, and complete required documentation in a timely manner.
- Manage the property's work order system, ensuring timely completion of maintenance and repairs.
- Ensure compliance with Fair Housing, ADA, and all applicable state and federal housing regulations.
- Assist with annual budget preparation, monitoring expenditures, and supporting required HUD financial submissions.
- Inspect property daily to ensure building and grounds are properly maintained and take or suggest any actions needed for repair.
- Collaborate with Service Coordination team.

2. Resident Relations and Support

- Provide professional and respectful customer support to residents, addressing concerns and grievances in line with Family Eldercare policies.
- Ensures residents receive information regarding policies, recertification processes,

and maintenance requests.

- Foster a safe, inclusive, and supportive community environment.

3. Team and Facilities Oversight

- Coordinate with maintenance technician for day-to-day repairs and maintenance.
- Collaborate with Housing Director to monitor property performance, occupancy, and waiting list management.
- Collaborate with the VP of Housing and Homelessness and Housing Director to ensure preventative maintenance schedules are followed to maintain property health and safety standards.
- Coordinate inspections and prepare reports for HUD and organizational leadership.

4. Collaboration and Reporting

- Work closely with Family ElderCare's Housing Director, Finance Department, and government representatives to ensure timely reporting and smooth operations.
- Participate in housing-related training, compliance workshops, and professional development opportunities.

Education and Experience:

Competencies

- Strong understanding of federal regulations for affordable housing compliance, and property management best practices.
- Excellent organizational skills with attention to detail and accuracy in documentation.
- Ability to work independently, manage competing priorities, and meet deadlines.
- Strong interpersonal and communication skills with the ability to interact effectively with seniors, staff, contractors, and community partners.
- Proficiency with Microsoft Office Suite and housing management software- TRACS.
- Commitment to providing safe, supportive, and affordable housing for older adults.

Education

- Required: Minimum 3 years of property management experience, preferably with HUD 202 or other funded affordable housing programs.
- Required: High school diploma or GED; Bachelor's degree in Business Administration, Social Services, or related field preferred.
- Knowledge of federal program requirements involving affordable housing, contracts, tracking systems, fair housing and compliance

- Experience with tenant file management, recertifications, and work order tracking systems.

Working Conditions

- This position is onsite Monday – Friday, 8:00 am – 5:00 pm.
- Routine use of standard office equipment such as computers, phones, and photocopiers.
- Regular interaction with residents, staff, and community partners.
- Must be able to lift up to 25 pounds as needed and perform property walks/inspections.

Background Check

- Ability to meet minimum standards for criminal background check.

Travel:

- This position requires daily transportation and regular use of personal vehicles. Typical workdays will be based at Family Eldercare offices with frequent travel to housing developments and community sites. Approved work-related mileage is reimbursed at the current IRS rate.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodation. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee Signature:

Date: