

# Property Manager

*Posted 06/27/2025, currently accepting applications*

Project Neighbors – Valparaiso, IN

Part-Time | Reports to: Executive Director | Supervises: Maintenance & Facilities Lead, Resident Assistant (RA)

## **Position Summary**

Project Neighbors is a mission-driven nonprofit that provides long-term affordable rental housing to individuals and families in Valparaiso. As we grow our housing portfolio and refine our internal systems, we're seeking a dedicated Property Manager to lead with both structure and compassion. This role is ideal for someone who thrives in a leadership position with autonomy, decision-making authority, and the opportunity to help shape property management systems during a pivotal time in our organization's growth.

The Property Manager is responsible for the daily oversight of Project Neighbors' housing portfolio, ensuring residents are supported with empathy and dignity while leases are upheld with consistency. This role balances firm enforcement of lease agreements with compassion-driven support, promoting safe, sustainable housing for individuals and families navigating housing insecurity, financial hardship, and trauma.

The Property Manager oversees lease compliance, resident communications, documentation, and resident disputes, while also supervising the Maintenance & Facilities Lead, Resident Assistant (RA), and collaborating closely with administrative staff on budgeting and planning.

## **Core Responsibilities**

### **Lease Enforcement & Resident Relations**

- Respond to lease violations promptly and professionally
- Issue formal lease violation notices and document all communication
- Mediate major resident disputes, especially when tied to potential lease breaches
- Track damage and maintenance issues; coordinate repairs with the Maintenance & Facilities Lead
- Communicate supportive resources to residents (e.g., Trustee's Office, eviction prevention programs) to promote housing stability

- Suggest lease policy updates based on recurring challenges or legal shifts, and assist with implementing lease updates
- Help identify and implement an efficient workflow for property management tasks
- Write and send out resident communications as needed via email and snail mail
- Conduct a monthly Resident Council meeting open to all residents to gain insight, collect feedback, and address concerns
- Maintain a trauma-informed, empathetic approach when working with residents in crisis

### **Legal & Compliance**

- Consult with the organization's attorney as needed to ensure eviction proceedings and lease enforcement actions are compliant with Indiana law and organizational standards
- Be available and willing to file for and attend court for eviction proceedings
- Ensure organizational compliance with Indiana Tenant Law and Fair Housing guidelines
- Maintain up-to-date compliance documentation for each unit and resident
- Track and manage lease terms, notices, and enforcement procedures
- Assist with resident file audits, ensuring documentation is complete and accessible

### **Resident Intake & Selection**

- Receive applications and referrals from other agencies
- Participate in the Board of Directors' Tenant Selection Committee to ensure new residents are selected based on fair, consistent, and legally compliant criteria
- Manage annual lease renewals
- Apply and document income qualifications
- Maintain records of application decisions, waitlists, and communication with applicants

### **Hands-On Support**

- Respond to urgent facility issues (e.g., lockouts, power/water shutoffs, minor repairs) when the Maintenance & Facilities Lead is unavailable
- Tend to major resident disputes or emergencies when the RA is unavailable or additional support is needed
- Maintain basic knowledge of building systems (e.g., shut-off valves, breakers) to assist in emergencies

### **Supervision & Collaboration**

- Attend all staff meetings (currently taking place biweekly)
- Supervise the Maintenance & Facilities Lead, providing regular check-ins, support, and accountability to ensure timely completion of work orders, unit inspections, and volunteer coordination. Collaborate with the Maintenance & Facilities Lead to track and respond to property damage or maintenance issues stemming from lease violations, and document them appropriately for enforcement and follow-up.
- Collaborate with the Maintenance & Facilities Lead to complete move-in and move-out property inspections
- Work closely with the Maintenance & Facilities Lead to prioritize maintenance and repair tasks based on urgency, resident impact, safety, and budget considerations
- Collaborate with the Administrator to:
  - Maintain accurate resident files, including leases, rent payment records, violation reports, updated contact information, and communication logs
- Work with the Maintenance & Facilities Lead and Administrator to ensure property-related expenses stay within budget
- Provide guidance and support to the RA at Neighbors Place, including regular check-ins and communication about resident needs, conflicts, or shared space concerns
- Ensure the RA is equipped to de-escalate minor issues and knows when to refer situations to staff
- Collaborate with the Executive Director and Housing Team to evaluate the effectiveness of the RA role and adjust as needed
- Approve and coordinate logistics for community space use (e.g., Neighbors Place)

### **Preferred Qualifications**

- 5+ years of experience in property management, housing case management, or nonprofit housing administration
- Familiarity with Indiana landlord/tenant law, eviction processes, and fair housing standards
- Experience working with vulnerable populations
- Strong conflict resolution, communication, and documentation skills
- Organized, self-directed, and able to manage competing priorities
- Familiarity with digital tools (Google Workspace, digital filing systems, task tracking software)
- Must have a valid driver's license and reliable transportation
- Basic maintenance knowledge and willingness to respond to lockouts or emergencies when needed

## **Core Values**

- Compassionate communication rooted in respect for residents' lived experiences
- Integrity in upholding leases while supporting sustainable residency
- Collaborative spirit and commitment to community-driven housing solutions
- Responsiveness, professionalism, and cultural sensitivity in every interaction

## **Compensation & Benefits**

- \$35/hr, estimated 20 hours/week (hours will vary based on workload)
- Flexible scheduling when possible
- Opportunity for work-from-home hours, depending on workload
- Mileage reimbursement for qualified work trips

## **How to Apply**

Please submit your resume, cover letter, and any supplemental materials (letters of recommendation, etc.) to [info@projectneighbors.org](mailto:info@projectneighbors.org) and CC: [carmenvincent@projectneighbors.org](mailto:carmenvincent@projectneighbors.org) with the subject line "Property Manager Application"