



Date: March 22, 2024

*POSITION DESCRIPTION*  
PROPERTY MANAGER

**TITLE:** Property Manager  
**REPORTS TO:** Housing Director  
**SUPERVISES:** Maintenance and Custodial staff  
**STATUS:** Exempt, salaried, full-time

**H.O.M.E. Overview:**

Housing Opportunities & Maintenance for the Elderly (H.O.M.E.) is a one-of-a-kind Chicago organization that seeks to foster joy, connection and independence for Chicago's low-income seniors. H.O.M.E. is a bright spot for all who know it. Founded in 1982, H.O.M.E. has helped thousands of low-income seniors in Chicago maintain their independence by providing a home upkeep and repair service, shopping bus, moving program, and three affordable apartment buildings where seniors can live comfortably in an intergenerational environment. H.O.M.E. is characterized by a warm and caring culture.

**Job Description:**

This position is responsible for overseeing the leasing and maintenance of H.O.M.E.'s three affordable intergenerational residences (Blackhawk Manor, Nathalie Salmon House, and Pat Crowley House), which include 78 rentals offered as private apartments or communal living (Good Life Senior Residences). The position also serves as project and construction manager for comprehensive renovation projects in all of H.O.M.E.'s residences. Overall, this position is responsible for ensuring that the buildings are safe, clean, well-maintained, and a welcoming setting for all residents and staff. The individual in this position is based at the Nathalie Salmon House.

Responsibilities:

1. **Leasing and Tenancy (25%)**
  - a. Fosters a welcoming, safe, culturally competent environment for all residents.
  - b. Ensures compliance with fair housing requirements at all times.
  - c. Recruits and screens potential residents using resident selection plan.
  - d. Manages waiting lists for the private apartments.
  - e. Prepares and processes leases, supervises all moves and inspects apartment prior to moves.
  - f. Assures compliance with all requirements of the Chicago Housing Authority's Property Rental Assistance program, the Low-Income Housing Trust Fund, and other programs.



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H.O.M.E. helps Chicago's low-income seniors to live independent and socially engaged lives by providing intergenerational housing, home repair services, a shopping bus, moving assistance, and caring volunteers.

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**2. Personnel (20%)**

- a. In conjunction with the Housing Director, helps to recruit for maintenance positions.
- b. Interviews, hires and supervises maintenance staff.
- c. Coordinates professional development opportunities for direct reports.
- d. Reports accidents, responds to emergencies and completes incident reports.
- e. Works closely with other members of housing staff to anticipate and address residents' needs.

**3. Maintenance Supervision (35%)**

- a. Monitors condition of properties (building and grounds) recording deficiencies and taking action per procedure.
- b. Develops and executes capital preservation long- and short-term plans, in conjunction with the Facilities Management Committee and Housing Director.
- c. Prepares apartments for inspection by external agencies (e.g., CHA, LIHTF); oversees execution of corrective action plans, when necessary.
- d. Develops schedule of maintenance of building systems (heating, air conditioning, elevators, boilers, roof) and works with relevant staff to develop and implement preventive maintenance plan.
- e. Oversees preparation of apartments for re-leasing.
- f. Manages purchasing and bidding process for building supplies and repairs, in compliance with agency procurement policy.
- g. Oversees outside contractors on premises.
- h. Ensures that all maintenance requests are handled promptly and that residents are notified of action taken.

**4. Financial Management (10%)**

- a. Collects and deposits rent and handles any delinquent accounts.
- b. Maintains rent rolls for properties.
- c. Notifies accounting staff of changes of rents, fees and occupancy.
- d. Prepares annual resident income certifications as required.
- e. Drafts annual budgets for buildings, under the coordination of the Housing Director, and monitors building expenditures throughout the fiscal year.
- f. Manages invoices and check requests.

**5. General Organizational Responsibilities (10%)**

- a. Prepares reports for subsidy programs and governmental programs.
- b. Operationalizes the mission of H.O.M.E. in daily work, including ensuring a welcoming environment for all people.
- c. Assists as needed with new housing ventures.
- d. Represents H.O.M.E. in building court when violations are cited.
- e. Provides training on safety and security procedures to residents.
- f. Works with residents to ensure compliance with building rules.
- g. Provides coverage for special situations or emergencies as needed, including outside regular business hours.
- h. Maintains database of resources and referrals that may be helpful to residents.
- i. Maintain records and files of buildings.
- j. Responds to requests for data from other H.O.M.E. staff.
- k. Performs other duties as required.

Requirements:

*Skills*

1. Exceptional interpersonal skills with people of all ages and backgrounds; easily builds new relationships.
2. Excellent organizational and time management skills.
3. Ability to communicate effectively both verbally and in writing.
4. At least one year of direct experience with affordable housing development and finance, including in a project manager role.
5. Knowledge of tools, repairs, and building operations.
6. Ability to oversee maintenance, repair, and decorating with residents' needs, comfort and safety in mind.
7. Experience and knowledge in housing and community development, especially affordable housing and the regulations and financing applicable to the industry.
8. Ability to establish and maintain positive working relationships with seniors, families, staff, contractors, vendors, donors, prospective tenants, students and volunteers.
9. Holds and is able to live out H.O.M.E. values; values are consistent and congruent across professional and personal life.
10. Demonstrated commitment to diversity and inclusion.
11. Passion for the mission and vision of H.O.M.E.

*Experience/Education:*

1. Bachelor's degree; candidates with some college and minimum 5 years' experience in property management will be considered
2. Human service, business, or management experience.
3. Proficiency with Microsoft Word and Excel.
4. Valid driver's license in good standing.
5. Concern for and understanding of seniors and families.

Work Environment:

1. Position requires frequent and regular computer and phone use.
2. Work place is a smoke- and drug-free environment.
3. Intermittent travel to off-site locations may be required.
4. Occasional night and weekend work may be asked of H.O.M.E. staff.
5. H.O.M.E. is an equal opportunity employer and prohibits discrimination and harassment of any kind. All employment decisions at H.O.M.E. are based on business needs, job requirements, and individual qualifications, without regard to race, ethnicity, creed, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, citizenship status, military service, marital status, order of protection status, handicap, disability (including HIV/AIDS), or any other characteristic protected by federal, state, or local law.

**COMPENSATION:** Commensurate with experience, \$55,000-\$70,000 plus full benefits.

**HOW TO APPLY:** Send your cover letter and resume via email to Nikki Moustafa, Housing Director, at [HR@HOMEseniors.org](mailto:HR@HOMEseniors.org). No phone calls, please.

AFFIRMATIVE ACTION EMPLOYER.