



Property Manager Job Posting

Southeast Neighborhood Development, Inc, (SEND), a 501c3 community development corporation serving Southeast Indy, is the owner of a 78-unit affordable rental portfolio. SEND seeks a full-time Property Manager to manage daily operations and support a mission-based approach to property management.

Position Summary and Responsibilities:

The Property Manager will oversee and manage all the financial and operational facets of SEND's rental portfolio. Properties are all considered affordable with several specifically governed by the regulations of the Department of Housing and Urban Development (HUD) or another state or local agency.

The Property Manager will ensure regulatory compliance, manage the budget, prepare weekly and monthly vacancy and close-out reports, collect rent, fees, and other payments, complete bank deposits, dispositions, and account reconciliations, and use the property management system to record, track, and report on all workings of the properties. The Property Manager will work closely with SEND staff to establish tenant programs that communicate and connect resources and programs that address needs beyond housing.

The Property Manager will be responsible for the following:

- Support SEND's mission to create, maintain and sustain affordable housing in Southeast Indy
- Compliance and reporting with all local, state, and federal regulations for SEND's portfolio.
- Training and compliance with fair housing law annually
- Compliance with SEND's property management policies and procedures
- Operation of the property management system (AppFolio), submitting daily transactions, communication with tenants, managing work orders and performing regular updates and back-ups to ensure the integrity and accuracy of the system.
- Manage leasing activities, including but not limited to processing applications, maintain applicant waitlist, coordinate lease renewals and updates, and address all compliance concerns.
- Complete the daily transactions and tasks related to the financial operation of the properties by collecting and posting rent, fees, and other payments, preparing daily bank deposits.
- Organize and delegate daily work, coordinating maintenance work orders with the Maintenance Supervisor, and overseeing tenant relations.
- Review resident files and accounting records to determine unpaid and/or late fees owed, communicate with residents regarding outstanding balances, implement procedures for collecting on delinquencies, and enforce the lease to maximize revenue.

**3230 Southeastern Avenue
Indianapolis, IN 46203
317.634.5079
www.sendcdc.org**



- Follow the Company's established Policies and Procedures related to evictions by following proper notice requirements, evicting residents, and representing the property as required in court hearings and eviction proceedings.
- Process resident move-outs by reviewing lease terms and notice requirements, apply appropriate deposit and lease cancellation fees if applicable, and processing the disposition of funds in accordance with established procedures and legal requirements.
- Promote resident satisfaction and retention by responding to complaints, questions, and requests in a timely manner, and taking appropriate action to resolve and address service issues.
- Manage the owner relationship with SEND by attending and participating in weekly and monthly events and meetings.
- Support various accounting, financial, administrative, and other reports and performs other duties as assigned or as necessary.

Position Requirements:

- Minimum five (5) years full-time experience in affordable housing property management, experience with management of LIHTC and HOME projects required.
- Extensive knowledge of Fair Housing law and regulations
- Proficiency with AppFolio property management system, or other comparable system
- Proficiency with MS Office programs
- Must have a valid driver license.
- Be available to attend occasional monthly and annual evening and weekend meetings and events.

Position Qualifications:

- Detail oriented, able to prioritize tasks and be extremely organized.
- Excellent communication skills are critical, including verbal and written.
- Must be dependable, able to work independently.
- Strong collaboration skills
- Must possess superior customer service, communication, and interpersonal abilities.
- Deliver mission-based and tenant-focused approach to property management.
- Bilingual candidates are preferred.

SEND is an EOE employer. Each applicant for employment is solely based on job qualifications, regardless of race, color, religion, sex, sexual orientation, genetic information, age, disability, national origin, veteran status, or any other classification protected by law.

SEND offers a comprehensive benefits package, including a generous PTO policy. Interested candidates should send resumes and salary requirements to Kelli Mirgeaux, kelli@sendcdc.org.

To learn more about SEND, please visit www.sendcdc.org.

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