



SUPPORTIVE HOUSING AND PROPERTY MANAGER

EXEMPT

FULL TIME

DEPARTMENT- Programs

REPORTS TO- Director of Young Adult Programs

WORK EVENINGS AND WEEKENDS- Occasionally

TRAVEL-Some for conferences and training

To Apply: Send resume and cover letter to jobs@crossroadscampus.org with Supportive Housing and Property Manager in the subject line.

ORGANIZATION SUMMARY

Crossroads Campus was founded in 2010 and is an IRS-designated 501(c)(3) serving Nashville, Tennessee. Our mission is to provide opportunities for healing and developing resilience to young people facing barriers and abandoned pets to transform human and animal lives. We are committed to improving our community by bringing together neglected animals and young adults to heal and learn from each other. Our core values guide every aspect of our work:

1. Individually I **respect** the uniqueness of everyone I interact with. I am **responsible** for my actions and am guided by **grace** and **compassion**.
2. As a team, we build **trust** and a community of **belonging** where everyone's **strengths** are **recognized**, **boundaries** are **protected**, and a sense of **safety** is ever present.
3. Together we **persevere** and strive for **excellence** as an organization. Recognizing the importance of **accountability, learning, and reliability** in our work.

We provide trauma-informed supportive housing and workforce development opportunities for young adults facing barriers, helping them gain the skills and experience needed to be successful in the workforce. Through the operation of multiple social enterprises—including animal adoption and education, retail, grooming, and a cat café— young adults learn valuable job skills, earn living wages, and develop the ability to manage personal finances. Our programs foster empathy and compassion for all living things through positive interactions with animals, while also empowering young adults to succeed both personally and professionally.

POSITION SUMMARY

The Supportive Housing and Property Manager plays a crucial role in meeting occupancy goals for the nonprofit's supportive housing units by managing all aspects of housing operations, from leasing to move-out processes. This role ensures a safe, supportive, and inclusive living environment for young adult residents, many of whom have experienced trauma. The Supportive Housing and Property Manager will work closely with the Crossroads team to identify needs, develop individual plans with each resident, and deliver trauma informed supports. This includes developing the skills of residents to maintain their living spaces, make timely rent payments, problem solve challenges, effectively communicate, and build productive relationships.

In addition to overseeing supportive housing, the Supportive Housing and Property Manager will be the primary point of contact for all general maintenance needs across the Crossroad facilities, including administrative and program spaces. This individual will coordinate with contractors and vendors to address maintenance, repairs, and other facilities-related issues, ensuring that all spaces remain fully operational and well-maintained.

PRIMARY DUTIES AND RESPONSIBILITIES

Tenant Relations & Leasing:

- **Application and Approval:** Oversee the application and approval process for prospective tenants, ensuring all necessary criteria are met.
- **Manage Occupancy of Units:** Track unit availability and match tenants with appropriate units based on need and suitability.
- **Collecting Deposits:** Ensure deposits are collected and properly recorded during the leasing process.
- **Completing the Leasing Package:** Guide tenants through the completion of leasing documentation, ensuring clarity on terms and conditions.
- **Issuing Keys/Codes:** Manage the distribution of keys or access codes upon move-in.
- **Orientation & Welcoming:** Provide new tenants with an orientation to the property, policies, and facilities, ensuring a smooth transition into their new home.
- **Hospitality & Community Building:** Collaborate with the Crossroads team to foster a welcoming and inclusive environment by organizing community-building events and creating opportunities for tenants to engage with each other.

Rent Collection & Related Processes:

- Oversee and coordinate rent collection, ensuring timely and accurate payments.
- Manage and document processes for rent tracking, invoicing, ensuring transparency and tenant understanding.
- Work with Crossroads team to establish payment arrangements and implement corrective action plans, including Notice to Vacate and eviction as needed.

Property Management:

- **Managing Maintenance & Repairs:** Respond to all maintenance requests for housing units and program spaces, coordinating necessary repairs and ensuring timely completion.
- **Inspections:** Conduct regular internal and external inspections to ensure that buildings remain in good condition and that issues are addressed promptly.
- **Documentation:** Maintain accurate records of maintenance, repairs, lease agreements, and tenant-related documentation.
- **Lease Enforcement (Property Rules):** Enforce property rules and regulations as outlined in the lease agreements, ensuring compliance with standards of care for the units.
- **Maintenance & Repairs:** Manage intake and prompt response to all maintenance requests for housing units and program spaces. Work closely with vendors and contractors to coordinate repairs, renovations, and inspections to ensure buildings are safe, secure, and fully operational. Maintain access control systems, alarms, and surveillance.
- **After-Hours Emergencies:** Handle after-hours emergencies related to facilities, including urgent repairs and safety concerns, with a calm and resourceful approach.
- **Community Safety:** Ensure the security and safety within Crossroads Campus, including implementing and updating security protocols as needed.

People Management & Conflict Resolution:

- **Communications:** Provide clear and consistent communication to tenants regarding property updates, rules, and maintenance schedules.
- **Respond to Complaints:** Serve as the primary contact for tenant complaints, ensuring timely resolution with empathy and professionalism.
- **Investigation of Violations:** Investigate potential violations of lease agreements, documenting findings and taking appropriate action.
- **Lease Enforcement (People Rules):** Enforce lease rules related to tenant behavior, addressing conflicts and ensuring a positive living environment for all tenants.
- **Collaboration with Staff:** Work closely with the Program Director and other team members to meet organizational objectives and provide a supportive environment for residents. Build collaborative relationships with all staff. This includes prompt documentation of interactions with each tenant.
- **Independent Living Skills:** Assist program team as needed to teach, model and reinforce independent living skills of young adults.

Exit Processes:

- **Lease Renewal/Amendments:** Facilitate the process of lease renewals or amendments, ensuring all parties understand the terms.
- **Lease Termination:** Manage the process of lease termination, including providing notices, coordinating move-out procedures, and managing tenant communications.
- **Unit Turnover:** Oversee unit turnover processes, including coordinating cleaning, repairs, and preparing the unit for new tenants.

QUALIFICATIONS

The ideal candidate will demonstrate the following qualifications:

- Minimum of 3-5 years of experience in property management or affordable housing.
- Bachelor's Degree from an accredited college in social work, sociology, or other related field OR 3 years experience working with youth and young adults.
- Experience handling rent collection, tenant relations, and property security protocols.
- Familiarity with residential property management laws and regulations.
- Ability to manage a facilities budget and ensure cost-effective use of resources.
- Proficiency in property management software (e.g., Redi Rent or similar) for tracking rent, maintenance, and operations.
- Excellent organizational skills and attention to detail.
- Strong communication skills with the ability to work collaboratively with a diverse team.
- Commitment to working with young adults in a trauma-informed, empathetic manner.
- Ability to develop positive relationships with staff and residents through direct and compassionate communication.
- Ability to lift, push, pull at least 40 lbs.

COMPETENCIES

The Supportive Housing and Property Manager should demonstrate the following competencies:

- **Adaptability/flexibility:** flexibility, versatility and tolerance in a changing work environment.
- **Planning:** Determine strategies to move programs forward, set goals, create and implement actions plans, and evaluate the process and results.

- **Communications skills:** Persuasive and passionate communicator with strong verbal and written skills as well as strong listening skills.
- **Leadership:** Positively influence others to achieve results that are in the best interest of the organization and the youth we serve.
- **Relationship building:** Establish and maintain positive working relationships with all stakeholders.
- **Foster teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Foster transparency:** Create clear lines of sight into programs and program activities for all stakeholders
- **Discretion:** Act with discretion, particularly when handling sensitive issues and maintain confidentiality of all proprietary and personal data
- **Creativity/innovation:** Develop new and unique ways to serve our youth and create new opportunities for the youth
- **Decision making:** Assess situations to determine their level of importance, urgency and risk; make clear and timely decisions that further the organization's best interest.
- **Problem solving/reasoning skills:** Assess problems, identify root causes, gather and process relevant information, generate possible solutions, make recommendations and/or resolve the problem.
- **Strategic thinking:** Assesses options and actions based on trends and conditions in the environment, and the vision and values of the organization.
- **Ethical behavior:** Ensure that personal behavior and the behavior of others is consistent with the standards set forth by the organization and aligns with the values of the organization
- **Maintain poise and professionalism:** Ability to maintain poise and professionalism with a variety of audiences and in a variety of situations

COMPENSATION

Salary range is \$44,000-48,000 depending on experience.

Benefits:

- Comprehensive health coverage, including medical, dental, and vision. Employer covers 95% of employee premiums and 50% of family premiums for medical insurance.
- Employer-paid short and long-term disability coverage
- Generous paid vacation, sick, and 9 paid holidays
- Professional development opportunities
- Employee discounts at pet retail store and the Crossroads Cafe

Equal Opportunity Employer

Crossroads is an equal opportunity employer. We encourage all qualified candidates to apply regardless of race, color, religion, national origin, age, disability, veteran status, genetic information, gender identity, or sexual preference.

Management reserves the right to revise this job description at any time. This job description is not a contract for employment. Employee may be asked to perform other duties not listed in this job description.