

Starts Right Here Employment Opportunity

Position Title: Property Manager

Schedule: Shift-based; days, evenings, overnights, and weekends required

Classification: Full-Time, Exempt

Office Location: 225 S. Kellogg Avenue, Ames, IA. 50010

Salary: \$50,000/yr, Rent-free, on-site live-in apartment included

Reports to: Amber Tompkins, VP of Operations

Travel Requirements: Travel within the community as needed

Organization Overview:

Starts Right Here provides a continuum of housing programs to people experiencing homelessness. More than just a place of protection, it is also a source of hope and support, helping to prevent people from becoming or remaining homeless. Our programming is client-driven and provided in a trauma-informed manner by staff trained in mental health first aid, de-escalation, harm reduction, and motivational interviewing.

Position Overview:

The Property Manager & Resident Assistant oversees the day-to-day operations of the residential property, acting as a vital liaison between management and tenants. This live-in role combines property asset management with a front-line Resident Assistant function.

Duties and Responsibilities include:

- Partner with Case Managers and leadership to screen potential residents.
- Assist with new resident intake, orientation, and understanding of program expectations.
- Manage lease agreements, move-in/move-out walkthroughs, renewals, and terminations.
- Address tenant complaints, resolve roommate disputes, and maintain a positive relationship.
- Manage evictions and legal proceedings professionally if necessary.
- Collect monthly rent, manage late payments, delinquencies, and maintain the housing tracker workbook.
- Work with the accounting department to accurately track revenue, expenses, and adhere to set budgets.
- Fairly and consistently enforce program rules, curfews, and daily facility expectations.
- Support daily operations and safety routines, including check-ins and room checks.
- Arrange for, schedule, and oversee routine property maintenance, unit turnkeys, and repairs.
- Regularly inspect properties to ensure they are well-maintained and compliant with safety standards.
- Ensure all property operations comply with local and federal laws, including Fair Housing regulations.
- Document facility incidents precisely, complete shift reports, and maintain communication logs.
- Respond to emergencies, personal crises, or conflict with professional urgency and calm.

- Maintain a consistent live-in presence in the provided on-site apartment to handle after-hours needs.
- Perform street outreach duties as assigned.
- All other duties as assigned

Qualifications:

- Strong critical thinking, analytical and problem-solving skills
- Must have a valid, in-state driver's license
- Advance computer skills and proficiency in Microsoft Office
- Demonstrated ability to manage operating costs in accordance with budgets
- Considerable knowledge of the mission, objectives, policies, programs and procedures of TBH.
- Demonstrated ability to work with people with sensitivity to cultural, race, gender, mental health and class issues.
- Ability to effectively work with confidential, sensitive information and maintain confidentiality.
- Excellent time management skills, attention to detail and, high energy with focus to complete tasks on time.
- Must possess a strong sense of ethics, professional boundaries and an inviting demeanor. Respect for homeless people, diplomacy/tact, and an optimistic approach are essential.
- The person in this position must be able to tolerate and welcome differences of opinion and have an appreciation for diversity.
- Communication and Interpersonal skills: develop and maintain effective relationships with others; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Education and Experience:

- High School Diploma or GED required; Associate's degree is preferred.
- 2 years of experience working in residential programs, property management, shelters, corrections, or with individuals experiencing homelessness, mental health issues, substance abuse, or poverty.
- Proven success in meeting and exceeding performance goals.
- Experience working productively in a team environment.

Physical requirements and work environment:

- While performing the duties of this job, the employee is regularly required to use hands and fingers, feel, talk and hear.
- The employee is frequently required to sit, stand, walk, and physically navigate the property to perform room checks.
- Work will be performed either in an office environment, within the residential spaces, or in the field.
- Must be willing to travel as needed to perform job requirements.

- Must reside full-time in the designated on-site apartment provided as part of the compensation package.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

