

# FAMILIES FORWARD

**Job Title:** Property Manager

**Reports to:** Housing Development Director

**Education Requirement:** Bachelor's Degree in property management, real estate, business administration, public administration, or a related field preferred; relevant experience may substitute for education

**Experience Required:** Five or more years of progressive experience in residential property management, affordable housing, real estate operations, or a related field

**Position is:** Exempt, Full Time

**Salary Range:** \$77,000 - \$81,000

**Supervises:** Vendors and contracted property management partners; direct reports as assigned

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## About Families Forward

At Families Forward, we are dedicated to preventing and ending family homelessness and strengthening community wellbeing across Orange County. Since 1984, our nonprofit organization has provided compassionate support that empowers families to achieve lasting stability and self-sufficiency through housing programs, essential services like our food pantry and career counseling, and meaningful resources that nurture resilience and hope. Guided by our core values of *dignity, empowerment, accountability, community spirit, and hope*, we strive to create an environment where families can thrive and where every team member feels inspired, valued, and equipped to make a meaningful impact in the lives of others. We believe in fostering a collaborative and inclusive workplace where passion for service meets purpose-driven work. Join us in building stronger families and a stronger community.

## The Opportunity:

Families Forward is seeking a Property Manager to oversee the daily operations, financial performance, regulatory compliance, and resident experience of its affordable housing portfolio. This role serves as the primary liaison among residents, internal housing teams, third-party property management partners, vendors, homeowners associations, public agencies, and community partners. The Property Manager ensures that homes are safe, well maintained, financially sound, and operated consistently with Families Forward standards and mission.

The successful candidate will combine sound judgment, strong relationship management, financial fluency, and a practical understanding of affordable housing requirements. The role requires a responsive and fair approach to resident relations, disciplined oversight of vendors and expenses, and the ability to resolve complex property, compliance, and community issues while maintaining dignity, accountability, and clear communication.

## Key Responsibilities:

- **Property Operations and Maintenance:** Oversee daily portfolio operations, inspections, turnovers, urgent matters, work orders, major repairs, restoration projects, safety requirements, utilities, warranties, property records, and temporary resident relocation when needed.
- **Resident, Leasing, and Community Relations:** Address resident concerns; mediate disputes; administer lease-enforcement and rent-delinquency processes; market vacancies; screen applicants; verify eligibility; coordinate leases, deposits, rental assistance, vouchers, and renewals; and provide resident education and community engagement.
- **Financial and Vendor Management:** Process invoices and approvals; reconcile expenses; monitor rents, fees, utilities, and operating costs; support budgets, projections, filings, and reports; and hold vendors and third-party property management company accountable for accurate, timely, and cost-effective service.

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- **Compliance and Partnerships:** Maintain fair and consistent practices; oversee required records, notices, regulatory agreements, audits, and reporting; ensure compliance with fair housing, landlord-tenant, HUD, health and safety, and local requirements; and manage relationships with HOAs, cities, housing agencies, and community partners.
- **Portfolio Support and Continuous Improvement:** Assist preparing policies, procedures, resident communications, project packets, and management reports; conduct tenant surveys and training; and improve systems, service quality, and operating efficiency.

## What the Role Requires:

- Progressive experience in residential or affordable housing property management, including maintenance, leasing, resident relations, vendor oversight, and regulatory compliance.
- Working knowledge of fair housing, landlord-tenant practices, HUD income guidelines, affordable housing eligibility, health and safety standards, and applicable local regulations.
- Financial and operational judgment, including experience reviewing budgets, invoices, rents, expenses, repair proposals, project scope, costs, risks, and competing priorities.
- Strong communication, conflict-resolution, organization, documentation, and follow-through skills, with the ability to manage multiple properties, deadlines, audits, inspections, vendors, and projects.
- Proficiency with property management and Microsoft Office systems, and the ability to travel locally and respond to urgent property matters as needed.
- Strong interpersonal and professional communication skills, with the ability to navigate sensitive or emotionally charged situations with discretion, empathy, and sound judgment when working with residents, cities, public officials, and community partners.

## Leadership Approach:

Families Forward values team members who listen, communicate openly, take responsibility, follow through on commitments, and balance compassion with accountability. The successful Property Manager will be visible, responsive, organized, and adaptable; respect resident dignity; apply policies fairly; collaborate across departments; and improve systems without losing sight of people, mission, safety, or frontline realities.

**Don't meet every single requirement?** We encourage you to apply anyway. At Families Forward, we value diverse backgrounds, perspectives, and lived experiences. If you're excited about this role and our mission to end homelessness, we want to hear from you—even if your experience doesn't align perfectly with every qualification.

**Benefits:** Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

*Please submit all resumes to Jennifer Press, Senior Director of Talent and Operations, at [jpress@families-forward.org](mailto:jpress@families-forward.org).  
No phone calls, please.*