CUMBERLAND HOUSING GROUP

JOB DESCRIPTION

Position Title:	**Lead Property Manager**	**Salary Grade:**	**12**
Department:	**Property Management Services**	**FSLA Status:**	**Non-Exempt**
Reports To:	**Director of Property Management**	**Last Reviewed:**	**10/15/2026**
Positions Supervised:	**None**		

General Description of Position

The Lead Property Manager is responsible for the daily oversight and execution of property management operations across the Cumberland Housing Group, ensuring compliance with HUD regulations, agency policies and applicable housing program requirements.

This position functions as a senior-level Property Manager, with expanded coordination and lead responsibilities. It supports consistency in operations, assists with staff guidance, and ensures accurate and timely completion of all property-level processes, including collection of rent, budget monitoring, month end reporting, certifications of applicants and potential tenants, tenant interim/annual certifications and inspections.

This role is also designed to serve as a structed succession and development position; providing targeted exposure to a higher level of operational planning, compliance oversight, audit preparation, collaboration with elected officials, community groups and civic organizations, and administrative decision support functions to prepare the incumbent as a potential future successor to the Director of Property Management Services. This position is operational in nature and will report directly to the Director of Property Management Services.

Position Duties and Responsibilities

- Oversees and performs daily operations of all assigned housing properties.
- Maintains accurate and complete tenant records and documentation.
- Oversees and provides guidance with application intakes, eligibility determinations, tenant selection, and waiting lists, including final processing for Director approval when required.
- Ensures compliance with HUD regulations, ACOP, Tenant Selection Plan, residential leases, house rules, addendums, barring lists, and agency policies.
- Prepares required HUD reports, 50058/50059, EIV, PIC, Section 8 Voucher processing, and related documentation for submission.
- Supports audit preparation through verification, file organization and reporting accuracy.
- Conducts and coordinates required inspections, including annual, housekeeping, move-in and move-out inspections, site/common area/building exterior inspections, and follow up on identified deficiencies to ensure timely resolution.

- Serves as point of contact for tenant concerns and lease-related matters.
- Assist in helping Property Managers investigate lease violation, issues notices in accordance with policies, and ensures that residents comply with lease terms.
- Resolves routine tenant disputes and serves as a second-level mediator for issues that cannot be otherwise be resolved, and escalates more complex matters as appropriate to Director for guidance.
- Coordinates move-outs, evictions, collection referrals, and closes out all tenant accounts after tenant moveout.
- Prepares documentation and case files for hearings, evictions and legal proceedings, for Director approval.
- Provides day-to-day guidance and support to Property Management staff, including workflow communication and consistency of operational processes and escalates to Director/upper management when appropriate.
- Oversees and coordinates the activities of the ROSS Service Coordinator, including communication, workflow, program-related activities, and coordination with Property Management staff to support resident services and program objectives.
- Sits on interview panels for new hires, when requested.
- Supports and leads training for staff and participates in onboarding and operational guidance.
- Participates in all staff meetings.
- Extensive knowledge of the Admission and Continued Occupancy Policy, Residential Lease and all Addendums, the Cumberland Housing Group Policies, Procedures, Barring List, and other related information.
- Oversees the application process by supervising the distribution and collecting of applications for housing and obtains necessary information to complete the application process for housing.
- Oversees the waiting lists operations of applicants, in defined order from the appropriate waiting list for housing placement for final approval from Director.
- Performs various background screening of applicants, conducts intake conferences and interviews with applicants and tenants and conducts initial, interim and annual leasing orientation with tenants.
- Periodically reviews all resident files for compliance with HUD and other regulatory agency requirements.
- Will learn to serve as the contact with Legal Aid, coordinate activities for hearings, and coordinate legal matters involving tenants with the Cumberland Housing Group attorney.
- Monitors compliance with the resident Community Service Program.
- Learn to enforce as well as issue verbal and written warnings to individuals violating the rules, regulations, policies, and procedures of the Cumberland Housing Group.

- Performs filing of any needed charges in District Court as well as providing depositions, reporting and testifying for the Cumberland Housing Group related cases.
- Assists with the Resident Advisory Boards in all developments in promoting their involvement in housing policies, procedures and improvements.
- Prepares monthly newsletters for all developments.
- Maintains the requests from tenants wanting to use the community centers.
- Promote and assist in Crime Prevention and community event initiatives.
- Learn to supervise the activities and schedule of the Security Patrol Coordinator and review reports generated by the Security Patrol and the Cumberland City Police. Report information relating to suspicious or known criminal activity within the Cumberland Housing Group communities to the City of Cumberland Police Department.
- Attends Board Meetings, as required to learn the Director interactions.
- Performs other reasonably related duties as assigned by the Director of Property Management and office operations.

Work Environment

- The position incumbent works in both an office and outside environment to perform job functions.
- Physical: Work is performed inside and outside of the developments owned by the Cumberland Housing Group. Essential functions require maintaining physical condition necessary for data entry, sitting, standing and walking for prolonged periods of time.
- Mental: The incumbent must be capable of working closely and cooperatively with other people, both within and outside the organization and of varying degrees of mental competency.
- Environmental: Work is performed in a climate-controlled office environment as well as inside and outside of the Cumberland Housing Group developments. Employee is exposed to various weather conditions and to possible disruptive residents and non-residents.
- Work will require routine local and occasional out of area travel to attend education, meetings, conferences, and seminars.
- Work will require interaction with a variety of officials including funders, investors, design professionals, legal, marketing, government, and business representatives.

Desired Qualifications for the Position

- Associates Degree in Business Administration, related field or equivalent experience.

- Five to ten years of experience in Residential Property Management or managerial position involving participation in the planning and management of a business or government program
- Five to ten years' experience overseeing a Public Housing and Multifamily PBRA/Tax Credit programs.
- An equivalent combination of education and experience to meet the requirements above satisfactory to the Chief Executive Officer.
- Must have a valid driver's license with a clean driving record.
- Will be required to satisfactorily complete pre-employment screening which includes but not limited to a background check and drug test.
- Must have excellent resident interaction skills possessing the proper attitude toward the elderly and low-income families.
- Must have the ability to maintain a polite and effective working relationship with the general public.
- Advanced ability to utilize Microsoft and Google Suites, as well as Property Management Systems Software.
- Possesses theoretical and working knowledge of business principles and demonstrated experience in applying those principles to program administration.
- Advanced knowledge of federal, state and city laws, codes, ordinances and regulations related to the operation of public and affordable housing.
- Advanced knowledge of housing programs, regulations, operating procedures, trends and opportunities related to affordable housing programs operated.
- Knowledge of Asset Management purpose and functions.
- Experience in establishing and maintaining effective working relationships with elected officials, associates, representatives of other public agencies and the general public.
- Will obtain certifications in Occupancy Calculation, Property Management, Fair Housing, and additional certifications/training necessary and applicable to position.
- Capable of performing all duties of the Property Manager I – IV
- Advanced knowledge of the Admission and Continued Occupancy Policy, Residential Lease and all Addendums, the Cumberland Housing Group Policies, Procedures, barring list, and other related information.
- Ability to ensure compliance with reporting requirements, maintain accurate and organized records, prioritize and manage workload effectively, and maintain a high level of attention to detail.
- Ability to work in a fast-paced, team oriented, deadline driven, results-based environment and to accurately complete complex tasks in a timely manner.

Nothing contained in this Job Description or in any other materials or information distributed by the Cumberland Housing Group creates a contract of employment between an employee and the Cumberland Housing Group. Employment is on an at-will basis. This means that employees are free to resign their employment at any time, for any reason, and the Cumberland Housing Group retains that same right. No statements to the contrary, written or oral made either before or during an individual's employment can change this. No individual supervisor, manager or officer can make a contrary agreement.

I have read and understand the duties and requirements of this position. I agree to perform according to this Job Description.

Employee Signature	Date Signed