ORHA
oak ridge housing authority

"Creating vibrant, stable communities"

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Property Manager

New 104-unit community on Meharry Circle

Position details	
Reports to	Compliance Manager
Location	Oak Ridge, TN
Status	Full-time, exempt
Salary range	Based on experience and certifications

About the Role

Meharry is a new 104-unit Low-Income Housing Tax Credit (LIHTC) community in Oak Ridge, Tennessee. Approximately half of the apartments are supported by HUD Project-Based Voucher (PBV) assistance. The community is currently in its initial lease-up phase and is part of the Oak Ridge Redevelopment tax credit project.

The Property Manager is responsible for the successful lease-up, stabilization, and ongoing operation of the community. During lease-up, the primary focus is achieving occupancy goals through marketing, outreach, applicant processing, leasing, and resident move-ins. Once stabilized, the Property Manager oversees all aspects of property operations, including resident relations, compliance support, financial performance, maintenance coordination, vendor management, and staff supervision.

The Property Manager serves as the on-site leader and is accountable for maintaining occupancy, supporting compliance, preserving the physical asset, and delivering quality service to residents.

Essential Responsibilities

Lease-Up, Marketing & Occupancy

- Lead all lease-up activities to achieve occupancy goals.

ORHA is prohibited from discriminating on the basis of race, color, age, sex, disability, familial status or national origin.

- Develop and implement marketing and outreach strategies to attract qualified applicants.
- Manage waiting lists, applicant communications, and leasing activities.
- Accept, process, and review applications in accordance with LIHTC, HUD, Fair Housing, and ORHA requirements.
- Coordinate eligibility reviews, move-ins, and unit assignments.
- Monitor occupancy trends and implement strategies to minimize vacancies.

Operations & Resident Relations

- Direct the day-to-day operations of the property.
- Serve as the primary point of contact for residents and prospective residents.
- Address resident concerns in a timely and professional manner.
- Foster resident satisfaction and retention through responsive service and community engagement.
- Enforce lease provisions, community policies, and regulatory requirements.

Financial Performance

- Collect rent and other charges accurately and timely.
- Manage delinquency, payment agreements, lease enforcement, and collection efforts.
- Assist with budget preparation and expense control.
- Review invoices and authorize expenditures within approved authority.
- Prepare operational reports related to occupancy, collections, delinquency, and property performance.

Compliance Administration

- Ensure resident files are complete and maintained in accordance with LIHTC and HUD requirements.
- Coordinate certifications, recertifications, and move-in documentation.
- Support audits, inspections, and regulatory reviews.
- Address compliance findings and corrective actions within required timeframes.

Maintenance & Vendor Management

- Coordinate maintenance operations, work orders, and unit turns.
- Conduct routine property inspections to maintain curb appeal and asset quality.

- Oversee vendor and contractor performance and ensure services are completed satisfactorily.
- Prepare the property for agency, investor, lender, and regulatory inspections.

Leadership

- Supervise, train, and develop site staff.
- Establish performance expectations and accountability.
- Promote a culture of excellent customer service, compliance, and teamwork.

Qualifications

Required

- Three (3) or more years of property management experience in affordable housing.
- Experience managing LIHTC communities.
- Experience with HUD-assisted housing programs.
- Experience with leasing, occupancy management, applicant processing, and resident relations.
- Experience with rent collections, delinquency management, and lease enforcement.
- Experience supervising staff and coordinating vendors.
- Working knowledge of Fair Housing and affordable housing regulations.
- Proficiency with property management software and Microsoft Office applications.

Preferred

- Lease-up experience in a newly constructed or renovated affordable housing community.
- Experience with THDA monitored properties.
- Experience with mixed LIHTC and PBV properties.
- Yardi Voyager experience.
- LIHTC and/or HUD industry certifications.

Please submit your resume to Maria Catron email: mcatron@orha.net