
Title	: Property Manager	Employee Group:	: Non-Union
Job Opening Id	: 45576	# Required	: 1
Business Unit	: Community Services	Division	: Niagara Regional Housing
Worksite:	: Regional Headquarters	Standard Hours	: 35.00 / week
Full/Part Time	: Full-Time	Regular/Temporary:	: Temporary
Salary Grade	: 5	Salary Range	: \$ 91,180.00 - \$107,260.00
Post Date	: 2026-06-22	Close Date	: 2026-07-05

LOCATION

Location: Thorold, ON

TEMPORARY DURATION

Approximate Duration: 6 months, with possibility of extension

JOB DESCRIPTION

Job Summary

Reporting to the Senior Property Manager of Housing Operations, the Property Manager (PM) is responsible for providing comprehensive property management and tenant services to an assigned affordable housing portfolio in accordance with established policies and procedures and applicable legislation. PM's perform a large portion of their work independently in the community. PM's are the leadership face of NRH, having daily interactions with tenants, staff, contractors, community partners and private citizens. PMs lead litigation at the Landlord and Tenant Board (LTB) and small claims court, and mediate solutions to maintain tenancies, reducing evictions and homelessness. PA's ensure the safety and security of tenants and protection of the assigned portfolio through sound asset management practices, accessibility, risk assessment and effective supervision of office and field staff and external contractors, as well as resolution of tenant issues. PA's manage budgets for assigned portfolio, including collections and day-to-day expenditures, to ensure fiscal responsibility to invested parties.

Education

- Degree or Diploma in Social Services, Business Administration, Paralegal or other related field
- Course/certificate Rent Geared to Income (RGI) training
- Certificate or Diploma from a recognized property management training course (e.g. Institute of Housing Management), is preferred
- At least 3 years' experience in social housing and/or property management sector
- At least 2 years supervisory experience

Knowledge

- Working knowledge of building systems (HVAC, life safety, plumbing, electrical)
- Comprehensive knowledge of relevant legislation, including but not limited too; Housing Services Act, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Freedom of Information and Protection of Privacy Act, Residential Tenancies Act, Workplace Hazardous Material Information Systems, Occupational Health and Safety Regulations, the Ontario Fire Code and Construction Lien Act
- Knowledge of contract administration and performance measures
- Bilingual English and French is considered an asset

Responsibilities

Uses legal resources to promote safe and secure communities for tenants and ensure compliance with relevant legislation, policies and procedures: 20%

- Investigate and monitor Housing Services Act (HSA) and Residential Tenancy Act (RTA) infractions, determining legal notices and leading/implementing of Landlord and Tenant Board (LTB) action where required
- Legal Representative at LTB hearings; investigates incidents and prepares legal documentation leading up to LTB hearings
- Liaises with law enforcement personnel during investigations of incidents on NRH property
- Determine involvement of the Sheriff's office to execute and enforce eviction orders and execute the landlord's role in retaking vacate possession of the unit
- Assess, investigate and approve requests under the Accessibility of Ontarians Disability Act and escalate to Senior Property Manager for requests in excess of ten thousand dollars
- Investigate appeal requests and prepare and present reports and supporting evidence to the appeal committee
- Investigate and prepare incident reports for incidents involving major risk to the corporation. Liaise with Niagara Region legal, risk management divisions, and provide expert testimony in the legal process. Oversee and approve less serious incident reports

Directs the management and maintenance of NRH assets to ensure that cost effective and proactive measures are taken to provide a value for service outcome and usable, safe accommodations for all users and tenants. Ensure compliance with legislation and conducting regular inspections of units and communities such as common and public areas, including but not limited to: 20%

- Ensuring compliance with all policies, and procedures related to maintenance of units, buildings, and grounds
- Monitoring compliance with applicable fire codes and ensures fire logs and elevator logs for each building in portfolio are accurate and being used as designed
- Initiates repairs, upgrades, or improvements to correct maintenance deficiencies, determines and assigns work to Building Service Maintenance Representative (BSMR) or contractors
- Identify and coordinate repairs needed to prepare units for new tenants to NRH standard
- Estimate costs of work to meet budgetary constraints
- Manages capital assets and makes recommendations for improvements needed based on health and safety concerns and community enhancement
- Monitor and correct health and safety issues to mitigate risk
- Collaborate with multi-disciplinary team from concept to occupancy for new building developments. Including, but not limited to: Design, leasing, move ins, warranty issues, chattels, training on new equipment and adhering to all applicable legislation

Supervises staff, coordinating and planning work, providing work direction, assigning tasks and projects, determining methods and procedures to be used, monitoring quality of work, resolving problems and ensuring assigned results are achieved. 10%

- Enables results with the organization's human capital strategy to foster employee engagement.
- In conjunction with the Manager provides training and development, coaching and discipline when necessary, and manages staff recruitment.
- Ensures focus is service excellence, communication/transparency, innovation, and data integrity and workflow integration.
- Ensures staff has the information and resources to make successful plans and decisions.
- Ensures all people related issues, including recruitment, grievances and labour relations issues, are aligned to HR and Corporate standards and practices.
- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within their division and department
- Ensures Occupational Health & Safety policies, programs and practices are implemented, and maintained. This includes workplace inspections, monitoring, accident reporting and investigations, and ensuring any observed hazards or lapses in the functioning of OH&S processes, and other OH&S concerns are responded to promptly.

- Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures.

Manages and administers annual and multi-year Capital and Operating budgets for which they are delegated authority ensuring support of Council's objectives, financial transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies. Administer and approve the acquisition of goods and services for their direct reports in accordance with the procurement policy 10%

- Manage budget of \$700,000+ per year, authorizing tenant maintenance charges
- Authorize payments to contractors for completed work orders
- Responsible for collecting revenues of approximately \$2,000,000, including rent, former tenant arrears, overpayments, fees, damage charges. Take legal action for non payment.
- Collaborate with Capital Works Manager to allocate capital funds to priority projects

Provides a safe and inclusive community for all users through comprehensive management of tenant relations and collaboration with community partners: 40%

- Provide "Welcome" information sessions to new tenants, including but not limited to: Establishing general expectations to new tenants and their families about lease obligations, rent agreements and any special conditions, including interpreting and explaining NRH policies and procedures and familiarizing new tenants where critical services are located such as fire alarms, community support and emergency services
- Respond to and resolve questions and service requests from internal and external customers
- Investigate and resolve complaints by interviewing (by phone or in person) witnesses and those involved, and review video recordings to identify evidence
- Determine opportunities and assign cases for CPC support. Work with CPC to mediate and resolve tenant disputes.
- Work with CPC to consult with tenants, community agencies and resident associations to resolve property management, community and individual social issues. Partner with CPC on community development and enhancement
- Coordinate and lead community meetings including fire evacuation drills, tenant information sessions. Collaborate and participate in other meetings within assigned portfolio.

Special Requirements

- Requires valid class G license and use of a vehicle
- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate for the vulnerable sector
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.

ABOUT US

Niagara Region serves a diverse urban and rural population of more than 475,000 and is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and community partners, the Region delivers high-quality programs and services that support the well-being of individuals, families and communities. Nestled between Lakes Erie and Ontario, the Niagara peninsula is home to fertile agricultural land, the majesty of Niagara Falls, vibrant modern cities, Canada's most developed wine industry, and communities rich in history, recreation and culture. With a temperate climate, breathtaking countryside and easy access to neighbouring New York State, Niagara attracts more than 14 million visitors each year, along with new residents and businesses. Niagara Region values diversity in background and experience and is committed to building an inclusive workforce that reflects the community it serves, strengthening programs and services across Niagara. While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds to apply. Our recruiters will evaluate your suitability for the role.

HOW TO APPLY

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges TODAY!

We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.

We confirm that we do not use AI in screening of applicants, and this position is an existing vacancy.

To view the full job description and requirements, visit our Careers page linked here: **Job Opening # 45576**

Let us know why you would be an excellent team member by submitting your online application **no later July 5, 2026, before midnight** by visiting our 'Careers' page at www.niagararegion.ca.

Posting Link:

https://careers.niagararegion.ca/psp/careers/EMPLOYEE/PSFT_HR/c/HRS_HRAM_FL.HRS_CG_SEARCH_FL.GBL?Page=HRS_APP_JBPST_FL&Action=U&FOCUS=Applicant&SiteId=1002&JobOpeningId=45576&PostingSeq=1