



Passage Home is a well-respected social service organization and is proud to serve as Wake County's Community Action Agency. Our mission is to break the cycle of poverty and create multi-generational self-sufficiency for individuals and families by helping them achieve housing and income security. We are seeking a **Resident Relations Manager** to handle leasing procedures, record-keeping and compliance, and tenant relationship building at/for our residential properties. This role will serve as an integral member of the Property Management Team and will work to establish and maintain policies and procedures that support safe and healthy communities.

Duties include but are not limited to the following:

- Advertise and show properties to prospective tenants
- Manage waitlist and process tenant applications
- Negotiate lease agreements and renewals
- Respond to tenant inquiries, complaints and concerns
- Handle timely rent collection and related notices
- Maintain complete and accurate tenant and property records
- Stay current on landlord-tenant laws and operate in accordance with applicable rules and regulations
- Collaborate with maintenance staff to ensure the upkeep of tenant units and community spaces
- Collaborate with program staff and other agencies to ensure tenants have access to supportive services
- Maintain a schedule of housekeeping inspections and serve as agency lead for external inspections
- Participate in after-hours call rotation for property management team
- Advance the agency's organizational values: social justice focused, data driven, outspoken, collaborative, trauma-informed, investors.

The ideal candidate will have excellent communication and customer service skills; possess solid organizational and time management abilities; and be familiar with a strengths-based, trauma-informed approach to working with at-risk populations. They will operate with the right balance of compassion and accountability and will enjoy work that requires both attention to detail and authentic human connection.

At least three years of relevant experience in an equivalent setting (such as property leasing or property management) is required, ideally with low-income individuals or families. A college degree in a human services field is desirable but not required. Proficiency in Microsoft Office applications and the ability to learn/utilize various electronic platforms for data entry/tracking is necessary. Familiarity with affordable housing operations and with NCHFA programs and funding sources is beneficial. We welcome bilingual/bicultural applicants (English-Spanish proficiency).

The starting salary range for this position is \$45,000-55,000. Passage Home offers a family-supportive work environment, a flexible hybrid work schedule and a comprehensive benefits package.

All qualified applicants will receive consideration for employment without regard to race, color, religion gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status. Passage Home is committed to creating a diverse and inclusive work environment and is proud to be an equal opportunity and certified Family Forward employer.

Please send cover letter and resume to hr@passagehome.org and include position title in the subject line.