



6516 Detroit Avenue, Suite 1
Cleveland, OH 44102
216.961.4242
nwneighborhoods.org

Deputy Director of Property and Tenant Services

Application deadline: Friday, April 3, 2026

Organization

As a community-led non-profit provider of affordable housing, Northwest Neighborhoods (NWN) equitably fosters diverse, vibrant neighborhoods that are physically and socially connected, where anyone can thrive. Northwest Neighborhoods provides affordable housing to 320+ households in our service area, the owner and manager for over 20 storefronts, commercial spaces as well as a historic theater.

Position Overview

Northwest Neighborhoods is seeking a collaborative and systems-oriented leader to support property operations and housing stabilization across our affordable housing portfolio. This role is ideal for someone who is energized by both the operational side of housing—budgets, compliance, and property performance—and the relational work of supporting residents and strengthening housing stability. The Deputy Director will work closely with organizational leadership, property teams, and community partners to ensure NWN properties remain safe, well-managed, and supportive of stable housing and strong communities.

The Deputy Director of Property and Tenant Services will provide tenant-centered strategic and operational leadership across NWN's portfolio, with a primary focus on housing stability, eviction prevention, regulatory compliance, and coordinated tenant service delivery. This role leads cross-functional collaboration among property management, compliance, resident services, maintenance, and community partners to ensure properties are safe, compliant, financially sustainable, and supportive of long-term housing stability.

Reports to: Executive Director



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Responsibilities

Property Operations

- Provide leadership and supervision across property management, compliance, resident services, and maintenance functions; refine workflows and coordination across teams
- Evaluate property management policies and procedures, refining and developing new approaches as needed
- Routinely communicate with residents regarding service levels and property management matters; address resident concerns through clear communication, trauma-informed practices, and thoughtful problem-solving
- Build relationships with residents and foster a sense of community while delivering high-quality service that supports resident stability and well-being
- Ensure appropriate supportive services are accessible to resident populations by coordinating with community partners and identifying creative service connections where needed
- Oversee systems for maintenance and janitorial functions in coordination with the Maintenance Manager, including preventive, routine, unit turn, and emergency work
- Develop and oversee operating budgets for properties and resident services programs in coordination with the Deputy Director of Asset Management
- Monitor rent collections, delinquency trends, and subsidy receivables to support strong financial performance across the portfolio
- Coordinate with subsidy providers and housing authorities to support clear communication and efficient administration of tenant-based and project-based subsidies
- Collaborate with internal teams and partners to identify funding opportunities and grants that support housing stabilization initiatives



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- Develop and support systems to capture resident feedback on services and programs and incorporate that input into operational improvements
- Partner with Asset Management to balance mission-driven service with financial sustainability

Regulatory Compliance

- Ensure compliance with federal, state, and local regulations (e.g., LIHTC, HUD, HOME, Public Housing, or other subsidy programs as applicable)
- Ensure timely and accurate income certifications, recertifications, rent calculations, and file compliance across the portfolio
- Ensure compliance with Fair Housing laws and tenant protections
- Prepare and complete all reporting requirements to Owners, Syndicators, Funders and Partners

Eviction Prevention

- Implement and advance NWN's eviction prevention and housing stabilization strategies in coordination with organizational leadership
- Establish and refine early-intervention processes to identify residents at risk of nonpayment or lease violations and engage residents as early as possible
- Help shape and implement practices for progressive engagement and housing stabilization that reduce lease violations, mitigate rental arrears, and prevent displacement whenever possible
- Foster a trauma-informed, resident-centered service culture across property teams
- Collaborate with staff and external partners to connect households with rental assistance, workforce development, benefits access, and supportive services
- Develop and maintain partnerships with legal aid organizations, social service agencies, and rental assistance programs that support eviction prevention and housing stabilization



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Required Qualifications

- Bachelor's degree in Public Administration, Social Work, Business Administration, Real Estate, or related field, or equivalent professional experience
- 3–5 years of experience in affordable housing and/or property management
- Familiarity with LIHTC, HUD, or other subsidized housing compliance programs
- Strong financial management and analytical skills
- Trauma-informed and equity-centered leadership
- Demonstrated fiscal awareness and ability to balance mission-driven goals with responsible financial management

Preferred Qualifications

- Bilingual (English/Spanish)
- Experience with Yardi Voyager
- Housing stability and eviction prevention expertise

Physical Demands

This role operates in both office and on-site property environments, with regular travel between affordable housing communities. May involve engagement with residents experiencing crisis situations requiring empathy, discretion, and professional judgment. Ability to operate a computer and keyboard. May require reaching, standing, walking, fingering, grasping and feeling, and the ability to lift or move objects up to 20 pounds. May require vocal communication for expressing or exchanging ideas, hearing to perceive information at normal spoken word levels, visual acuity for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

Equal Opportunity

Northwest Neighborhoods CDC is an Equal Opportunity Employer.

NWN's Commitment to Equity and Inclusion

NWN is committed to creating an inclusive and equitable working environment and is proud to be an equal opportunity employer. Applicants will receive consideration for



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employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, veteran status, or any other protected status. Women, BIPOC, and LGBTQ individuals are encouraged to apply.

Compensation

- Annual salary range: \$55,000–65,000, commensurate with experience/qualifications
- Paid Time Off (PTO) accrued at a rate of one (1) day per month during the first year of employment, then 18 days annually beginning the second year of employment
- 14 paid holidays annually
- Employer contribution to 403(B) retirement program: employer will provide a 50% match to the Employee's contribution up to a maximum of 3% of the employee's annual salary
- Competitive health insurance offered with employer contribution
- Long-term disability benefits
- Opportunities for professional growth and expanded leadership responsibilities within a mission-driven nonprofit advancing affordable housing and strong communities

Submission

Please e-mail or mail cover letter and resume by *Friday, April 3, 2026*, to:

efallick@nwneighborhoods.org
Northwest Neighborhoods CDC
Attn: Emily Fallick
6516 Detroit Avenue, Suite 1
Cleveland, Ohio 44102
NO PHONE CALLS, PLEASE