



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

Maintenance Manager

Application deadline: Friday, March 13, 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.

Job Summary

Northwest Neighborhoods (NWN) is seeking a Maintenance Manager responsible for leading, planning, and overseeing all maintenance and property services operations across NWN's portfolio of affordable housing and commercial properties.

This role supervises the Property Services team, manages preventative maintenance systems, coordinates emergency response, prepares properties for inspection, and partners closely with Property Management and Asset Management to ensure long-term building preservation, regulatory compliance, and high resident and employee outcomes.

Responsibilities

Property and Unit Maintenance

- Plan, organize, and supervise daily maintenance activities across NWN's portfolio
- Work with leadership to develop, track and implement preventative maintenance programs
- Ensure timely completion of work orders, unit turnovers, and emergency repairs
- Supervise maintenance and repairs of plumbing, electrical, HVAC, appliances, carpentry, and building exteriors



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- Assist in the performance of the work for those programs as needed and in the case of sickness of subordinate employees or when short-staffed.
- Oversee and work daily with the work order system in Yardi
- Approve invoices for payments, through proper quality control and accounting channels
- Identify capital improvement needs and assist with long-term planning
- Work closely with the Property Manager and the Director of Integrated Asset Management to prioritize repairs

Team Leadership and Supervision

- Hire, train, and supervise the Property Services team, including but not limited to:
 - Cleaning Technician
 - Maintenance Technician(s)
 - Property Services Technician
- Promote a strong customer service culture focused on trauma-informed care and values lead, respectful resident interactions
- Ensure staff follow safety procedures and proper use of tools and equipment

Budget and Vendor Management

- Track, manage and make decisions based upon maintenance budgets and actual expenses
- Hire and oversee independent contractors to supplement in-house capacity, including but not limited to:
 - Competitive bidding
 - Inspection of the work when completed
 - Submission of request for payment for labor and materials
- Maintain and regularly reevaluate long-term contracts for services such as trash removal, pest control, and janitorial services, etc.
- Ensure all contractor work meets quality, safety, and compliance standards

Affordable Housing Compliance



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- Ensure properties meet National Standards for the Physical Inspection of Real Estate (NSPIRE)
- Support the team in conducting annual unit inspections.
- Coordinate and prepare for inspections by housing authorities, state agencies, and investors
- Address inspection findings promptly and document corrective actions
- Maintain compliance with health, safety, and habitability standards

Work Schedule

This is a full-time position primarily working daytime weekday hours; however, this role must be available for:

- On-call rotations
- Emergency response
- Evenings/weekends as needed

Qualifications

- High school diploma or GED required
- Valid driver's license and insured work vehicle required; truck or cargo van preferred
- 3–5 years of apartment or residential maintenance experience, including supervisory experience
- Strong working knowledge of plumbing, electrical, HVAC, appliances, and general repairs
- Knowledge of local building codes, fair housing, and safety regulations
- Ability to read work orders, inspection reports, and technical documentation
- Strong leadership and team management skills
- Excellent troubleshooting and problem-solving abilities
- High attention to detail and documentation
- Customer service mindset when working with residents
- Ability to work within tight budgets and timelines
- *Technical certification or trade school preferred*



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- *Experience with affordable housing programs (LIHTC, Section 8, HUD, HOME, etc.) preferred*
- *Experience with Yardi Voyager preferred*
- *REAC certification preferred*
- *Bilingual (English/Spanish) preferred*

This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Northwest Neighborhoods CDC. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.

Physical Demands

On-site role at multiple locations. Ability to operate a motor vehicle and small machinery equipment such as snowblower and landscaping equipment. Requires regular walking, lifting, climbing stairs, and occasional after-hours or on-call response. 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 60 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 employment without regard to race, color, religion, gender, gender identity or expression,



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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 of \$60,000–\$62,000, 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

Submission

Please e-mail or mail cover letter and resume by *Friday, March 13, 2026*, to:

rgrant@nwneighborhoods.org
Northwest Neighborhoods CDC
Attn: Robert Grant
6516 Detroit Avenue, Suite 1
Cleveland, Ohio 44102
NO PHONE CALLS, PLEASE