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<b>Title</b>	: Senior Property Manager	<b>Employee Group:</b>	: Non-Union
<b>Job Opening Id</b>	: 45136	<b># Required</b>	: 1
<b>Business Unit</b>	: Community Services	<b>Division</b>	: Housing Services
<b>Worksite:</b>	: Regional Headquarters	<b>Standard Hours</b>	: 35.00 / week
<b>Full/Part Time</b>	: Full-Time	<b>Regular/Temporary:</b>	: Regular
<b>Salary Grade</b>	: 6	<b>Salary Range</b>	: \$105,330.00 - \$123,910.00
<b>Post Date</b>	: 2026-04-24	<b>Close Date</b>	: 2026-05-07

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## LOCATION

Location: Thorold, ON

## IMPORTANT NOTICES & AMENDMENTS

**This position currently falls within our hybrid model, allowing the employee to typically work part of time at the regular work location and the other part of the time at home.**

As an employer of choice, Niagara Region offers competitive salaries and benefits, a defined benefit pension plan, a corporate wellness centre, access to the Employee and Family Assistance Program (EFAP), mentorship and training programs, employee recognition programs, and more. In addition, the Region recognizes the value of having flexible work arrangements to support better work-life balance for our employees. Hybrid work arrangements may vary from one employee to another and may also differ in the number of remote workdays. These opportunities remain subject to the alignment of operational needs, business requirements, and customer service expectations.

## JOB DESCRIPTION

### Job Summary

Reporting to the Manger Housing Operations, the Senior Property Manager is responsible for providing oversight of the property portfolio budget. Ensures consistent maintenance standards and preventative maintenance programs throughout each housing community to preserve and improve the structural integrity, habitability and energy efficiency of Niagara Regional Housing properties. This position also provides supervision, guidance and direction for the property management team. The position also assists the Manager Housing Operations and Capital Works Program Manager by controlling the operational budget, offering input for the ten-year capital plan, emergency capital projects and monitoring public/competitive process as required.

### Education

- Degree or Diploma in Building Technology, Social Services, Business Administration, Paralegal or other related field
- Certificate or diploma from a recognized property management training course (e.g. Institute of Housing Management) or equivalent

### Knowledge

- At least 5 years in a property management related environment, including drafting reports for the Board
- At least 5 years supervisory experience
- Technical knowledge related to residential construction and design, property maintenance, energy conservation and building systems
- 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
- Knowledge of administrative, budgetary and financial management procedures
- Bilingual English and French is considered an asset

## Responsibilities

*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*

- Monitoring the spend by Property Managers to ensure alignment to budget
- Developing action plans for over expenditures or adjustments as needed to the property budgets
- Providing recommendations to the Manager Housing Operations regarding the operations budget and provide details outlining the nature of reallocation of funds for emergencies purposes
- Recommends operating budget to manager, monitors budget with manager, ensures Property Managers spend funds appropriately and develops action plan for over expenditures
- Recommends reallocation of funds to respond to unplanned and/or maintenance emergencies
- Approves work order expenditures and contractor payments to ensure jobs are reasonably priced and recommends contentious issues, prices or jobs to manager

*Ensuring property maintenance and tenant operations are well managed through supervision of the Property Managers, including but not limited to:*

- Ensuring consistent maintenance standards and preventative maintenances program are applied consistently throughout each housing community
- Acting as the point for the escalation or de-escalation of issues, whether with contractors, tenants or other invested parties, regarding budget and other considerations
- Provides guidance on how to address challenges
- Identifying potential risks and ensuring staff and/or general public follow proper and safe operating procedures to avoid injury as well as damage to equipment and the working environment.
- Provides supervision, direction, leadership, guidance and training to Property Managers and Assistant Property Managers for day to day property management and to resolve complex housing issues affecting tenants and their communities
- Approves rent subsidy calculations and ensures annual reviews, adjustments and collection activities are carried out within policies, procedures and prescribed timeframes to ensure accurate tenant rental amounts
- Ensures eviction prevention policies are applied with consistency and fairness to develop good rent paying habits, correct negative community behaviours in order to avoid unnecessary evictions
- Oversee the work of Property Managers to provide well maintained buildings, secure communities and a safe environment for staff, tenants or visitors by ensuring regular inspections of properties, units and common areas and by addressing unsafe issues and required maintenance
- Assists the Capital Works Program Manager as required to inspect capital work projects and to address serious contractual infractions and/or poor contractor performance
- Provides property management back-up as required or take lead on portfolios in need of attention
- Participates on internal and external special projects and committees to represent NRH interests (e.g. Provider Advisory Group, Tenant Advisory Committee, Queenston Neighbourhood Association, Health & Safety Committee)

*Ensuring Niagara Regional Housing is compliant to legislation and relevant codes, such as Health and Safety, including but not limited to:*

- Advising and contributing on shared services procedures
- Ensuring eviction prevention policies are applied consistently and fairly to develop good rent paying habits and mitigate negative community behaviors to avoid unnecessary evictions
- Providing advice and assisting those representing Niagara Regional Housing at Ontario Rental Housing Tribunal Hearings, Small Claims Court and criminal cases as required
- Advises Manager Housing Operations regarding complex tenant problems and recommends improvements to policies, program or services
- Represents NRH at Ontario Rental Housing Tribunal Hearings, Small Claims Court and criminal cases as required
- Contributes to the effective administration of NRH by recommending to the Manager Housing Operations, new or revised policies, procedures and processes to enhance tenant and staff relations, safety, security and building maintenance
- Identifies potential risk and ensures staff follow proper and safe operating procedures to avoid injury to staff and/or general public, as well as damage to equipment and the working environment

*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.*

- 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 work flow 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.

## 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.

This position is subject to working overtime.

## ABOUT US

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, [Diversity, Equity and Inclusion - Niagara Region, Ontario](#) or email related questions to [diversity@niagararegion.ca](mailto:diversity@niagararegion.ca). To send input on reducing barriers in the current hiring process, please email [myhr@niagararegion.ca](mailto:myhr@niagararegion.ca)

For the Region's full employee equity statement, [Working at Niagara Region - Niagara Region, Ontario](#).

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 # 45136](#)

Let us know why you would be an excellent team member by submitting your online application **no later than May 7, 2026, before midnight** by visiting our 'Careers' page at [www.niagararegion.ca](http://www.niagararegion.ca).