

MATAWA FIRST NATIONS MANAGEMENT



Job Description

Property Manager

PURPOSE OF THE POSITION

Matawa First Nations Management is a non-profit organization representing nine First Nations communities in northern Ontario. We provide a range of services to support community development, health, education, housing, and economic initiatives. Our organization is committed to fostering culturally safe and respectful programs that meet the unique needs of the First Nations communities we serve.

The purpose of this position is to ensure the effective management, maintenance, and operation of residential, commercial, and office building properties under the administration of Matawa First Nations Management, while maintaining tenant satisfaction and compliance with all regulatory and organizational guidelines. The Property Manager will oversee daily operations, coordinate maintenance, manage tenant relations, and ensure properties are financially and operationally optimized. This role supports organizational goals by maintaining safe, well-functioning, and compliant housing and office spaces for eligible tenants and occupants, with a strong focus on First Nations cultural awareness and community engagement.

SCOPE

The Property Manager is responsible for managing multiple residential, commercial, and office properties within Matawa First Nations Management's portfolio, ensuring compliance with all regulatory and funding requirements, and maintaining high standards of tenant and occupant service. This role encompasses financial management, tenant relations, property maintenance, reporting to government agencies, and oversight of on-site staff and contractors. The position also requires providing coverage for other Property Managers as needed and ensuring that services are delivered in a culturally respectful and community-focused manner.

RESPONSIBILITIES

- Manage day-to-day operations of assigned residential, commercial, and office properties
- Coordinate maintenance, repairs, and property inspections
- Respond to tenant and occupant inquiries, concerns, and service requests in a timely and culturally respectful manner
- Manage housing under current operating guidelines (house eligible individuals and operate in accordance with TBDSSAB guidelines and agreements)
- Screen, select, and onboard new tenants, including lease preparation and renewals
- Enforce lease terms and handle rent collection, late payments, and evictions when necessary
- Prepare and manage budgets, track expenses, and generate financial reports
- Provide reports to government agencies, departments, and other organizations as required

- Ensure compliance with local housing, commercial property, and office building laws, regulations, and safety standards
- Supervise on-site staff, contractors, and vendors
- Conduct regular property evaluations and recommend improvements
- Foster positive relationships and engage with the First Nations communities served, ensuring services reflect cultural sensitivities and community priorities

QUALIFICATIONS AND REQUIREMENTS

- 1–5+ years proven experience in property management, real estate or related
- High school diploma, post-secondary education in business, real estate, or a related field preferred
- Strong knowledge of property management principles and local regulations
- Demonstrated understanding of First Nations cultures, traditions, and community dynamics
- Excellent communication and customer service skills with an ability to interact respectfully across cultures
- Strong organizational and problem-solving abilities
- Ability to manage multiple properties and priorities simultaneously
- Proficiency in property management software and Microsoft Office
- Class G Driver’s License
- Criminal Record and Vulnerable Sector Check

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The incumbent must have proficient knowledge in the following areas:

- Knowledge of residential tenancy laws and regulations
- Knowledge of the Residential Tenancies Act (leases, rent increases, maintenance and services, evictions, tenant rights)
- Knowledge and experience with the Landlord/Tenant Board, eviction processes, and associated forms
- Knowledge of the rent collection process
- Knowledge and familiarity with the Ontario Occupational Health and Safety Act, Ontario Building Code, and Fire Code
- Familiarity with TBDSSAB policies, procedures, and housing programs
- Knowledge of Ontario Works, ODSP, and Rent-Geared-to-Income (subsidized housing) programs

- Understanding of building systems, maintenance practices, and safety standards for residential, commercial, and office buildings
- Knowledge of budgeting, financial reporting, and cost control practices
- Awareness of tenant relations, conflict resolution, and customer service best practices.

Skills

The incumbent must demonstrate and/or possess the following:

- Financial management and budgeting experience
- Conflict resolution and negotiation skills
- Knowledge of maintenance processes and building systems
- Ability to perform minor maintenance where necessary (e.g., minor plumbing, lock changes, drywall repair, painting, and miscellaneous repairs)
- Ability to safely operate hand and power tools for maintenance and repair tasks

Personal Attributes

The incumbent must demonstrate the following personal attributes:

- Consistency
- Availability, flexibility and open communication
- Accountability, transparency and confidentiality
- Cultural awareness and sensitivity
- Respect, honesty and integrity
- Excellent communicator

WORKING CONDITIONS

Physical Demands

- Frequent walking, standing, and climbing stairs during property inspections
- Ability to lift and carry items up to 25 lbs as needed for minor maintenance or office tasks
- Ability to perform tasks requiring bending, reaching, and occasional kneeling
- Safe operation of hand and power tools as required for maintenance and repair tasks

Environmental Conditions

- Exposure to varying weather conditions during outdoor property inspections and maintenance
- Exposure to dust, noise, and potential allergens in building and maintenance areas
- Work in confined spaces or areas with limited ventilation when performing inspections or repairs

Sensory Demands

- Frequent use of visual, auditory, and tactile senses to identify maintenance issues, inspect properties, and communicate with tenants and staff
- Ability to detect unusual odors, sounds, or visual cues that indicate potential safety or maintenance concerns
- Attention to detail for accurate reporting, documentation, and compliance
- Must take necessary precautions to protect eyes, nose, and skin from irritation and infection

Mental Demands

- Ability to manage multiple tasks and priorities simultaneously
- High level of concentration required for inspections, reporting, and compliance tasks
- Decision-making under pressure and during emergency or high-stress situations
- Strong problem-solving and conflict resolution skills to handle tenant and maintenance issues effectively
- Must be sensitive to the culture of employees, tenants, and residents
- Ability to engage respectfully with First Nations communities and understand the impact of property management decisions on community well-being

CERTIFICATION

<p>_____ Employee Signature</p> <p>_____ Printed Name Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor's Title</p> <p>_____ Supervisor's Signature Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Chief Executive Officer's Signature Date</p> <p>I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.</p>	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.