



North Newstead Association

## Asset and Property Management Contractor Position Description

**POSITION TYPE:** Full Time Contractor or Property Management Firm, St. Louis, MO

**REPORTS TO:** Executive Director and NNA Board

North Newstead Association (NNA) is seeking a focused individual with a desire to support the provision of high-quality affordable housing for the role of Asset Manager. North Newstead Association owns affordable housing 138 units across six (6) different developments. NNA is in the process of rehabilitating and refinancing its real estate portfolio. This managerial-level position will provide strategic oversight and administer NNA's real estate portfolio through this redevelopment process and beyond. The Asset Manager ensures that NNA is a responsible property owner; the portfolio is performing optimally; works with third party fee managers to assure that homes are clean, safe, and well-maintained; and residents' time in an NNA home leads to positive outcomes for their household.

### WHO WE ARE

North Newstead Association is a Missouri not-for-profit corporation comprised of businesses, neighborhood residents and community leaders. The organization has been active since its incorporation in 1993. Its mission is to support and serve North St. Louis communities and residents through quality, reliable housing, community building programs, and economic development opportunities. North Newstead Association owns 138 units across six (6) different developments.

### JOB DESCRIPTION

NNA is seeking a dedicated, strategic, and community-focused **Asset Manager** to provide oversight of our affordable housing portfolio through its redevelopment process and beyond. This role is responsible for ensuring that NNA remains a responsible property owner, maintaining high-quality housing, and prioritizing positive outcomes for residents. This role requires not only strong property and financial management skills but also a deep commitment to community well-being. The Asset Manager will regularly engage with residents—including individuals in crisis—and must bring a high level of **empathy, de-escalation skills, and the ability to navigate complex social situations**. The ideal candidate will be a compassionate problem solver, capable of working with diverse populations, including residents experiencing financial hardship, mental health challenges, or other difficulties.

### KEY RESPONSIBILITIES

#### Strategic Oversight & Asset Management

- Assist North Newstead Association's strategy for reinvesting in and rehabilitating its real estate portfolio.
- Oversee financial performance of properties, ensuring sustainable operations.
- Assist in planning for the long-term disposition of assets, including refinancing and redevelopment.
- Ensure reserves, operating budgets, and cash flow are properly managed.

#### Resident-Focused Property Management

- Conduct regular property visits to assess conditions and engage with residents.
- Work closely with third-party property managers to ensure properties are safe, clean, and well-maintained.
- Develop policies that promote stable housing for residents while enforcing lease terms fairly.
- Support residents in accessing services, financial assistance, and other resources to maintain housing stability.
- Assist in coordinating supportive services to address residents' needs, including mental health support, financial counseling, and emergency aid.



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### **Community Engagement & De-escalation**

- Foster a trauma-informed approach to resident interactions, ensuring that housing stability remains a priority.
- Approach resident concerns with patience, empathy, and a problem-solving mindset.
- Effectively de-escalate tense situations and communicate with residents in crisis with professionalism and compassion.
- Work alongside NNA's community partners to connect residents to supportive services when needed.

### **Administrative & Compliance Responsibilities**

- Review property financial reports and monitor portfolio performance
- Ensure compliance with affordability requirements, fair housing laws, and lease agreements.
- Work with external stakeholders, including lenders, investors, and government agencies.

### **EDUCATION AND QUALIFICATION REQUIREMENTS**

- LIHTC compliance certified (HCCP, C3P or similar)
- Familiar with MHDC and IHDA asset management portals (AMRS or similar) and standard industry property management software including AppFolio
- Bachelor's Degree (or comparable work experience)
- Minimum 8 years' experience with asset management, affordable housing, property management and resident services, and/or maintenance/capital improvement
- Self-starter with strong attention to detail and problem-solving abilities
- Competent with Microsoft Office and Excel
- Comfortable with cloud-based project management tools, like Monday.com
- Ability to communicate openly to solve challenges in a collaborative way
- Excellent communication and interpersonal skills, with the ability to connect with residents from diverse backgrounds
- Experience in crisis intervention, conflict resolution, and trauma-informed care is a plus

### **COMPENSATION**

- Contractor Position (End Date September 2026): \$75,000-\$140,000 or based on experience

### **LOCATION**

This position is based at our primary office located at 4601 Pope Ave, St. Louis, MO 63115. Occasional travel may be necessary, though infrequent. Access to a vehicle for property site visits will be required on a regular basis.

### **TO APPLY:**

Send resume in digital format (.doc or .pdf) to: [constance@northnewstead.org](mailto:constance@northnewstead.org), with "Asset Manager" in the subject line. Submissions accepted until position is filled. Please provide name and contact information for three professional references (previous clients, previous employers, etc.).