



GENERATIONS
TORONTO

Property Manager, Housing, Generations Toronto

Location: Don Mills & Eglinton, Toronto, Ontario

Organization: Generations Toronto (Nonprofit)

Employment Type: Full-Time, Exempt

Reports To: Managing Director, Community

Direct Reports: Superintendent – Housing, Resident Experience Coordinator, Housekeeping Team

Planned Opening: Late Spring / Early Summer 2026

Expected Salary Range: \$80,000-\$90,000

Role Overview

The Property Manager will oversee the daily operations and long-term planning of a diverse, intergenerational housing community. This leadership role requires a balance of operational expertise, cultural sensitivity, and people management skills to ensure safe, inclusive, and sustainable housing for residents across all life stages.

The Property Manager provides strategic, operational, and people leadership for the housing operations within Generations Toronto's intergenerational community campus. This position oversees all housing operations across the 390-unit affordable rental portfolio, ensuring a safe, well-maintained, and welcoming environment that reflects Generations Toronto's values of dignity, inclusion, and community.

The Property Manager leads a team consisting of the Superintendent – Housing, Resident Experience Coordinator, and Housekeeping Team, guiding them to deliver efficient operations and exceptional resident service. Working within a culturally diverse and intergenerational environment, the Property Manager will support residents ranging from young families to older adults, ensuring all tenants can live independently, feel supported, and experience a genuine sense of belonging.

As part of the multi-disciplinary management team, the Property Manager collaborates closely with managers across other business streams, including Facilities, Long-Term Care, Early Childhood Development, Food Services, and Community Programming, to ensure operational integration and an exceptional campus experience for residents and staff alike.

Key Responsibilities

Leadership & Team Development

- Provide leadership, coaching, and mentorship to direct reports, fostering a collaborative, high-performance culture.
- Support staff development through regular feedback, performance planning, and professional training opportunities.
- Promote safe work practices, inclusion, and service excellence across all housing operations.
- Encourage open communication and teamwork within the housing team and with other Generations Toronto departments.
- Model empathy, professionalism, and discretion when managing sensitive tenant or community issues.

Housing Operations Oversight

- Lead all aspects of housing operations, including leasing administration, tenant relations, housekeeping, and building maintenance oversight.
- Take a leading role in the initial and ongoing lease-up of the housing portfolio, ensuring units are filled efficiently and with residents well-suited to the intergenerational, community-based model of Generations Toronto.
- Develop and execute strategies to maintain high occupancy, minimize vacancies, and shorten the lease-up cycle, while ensuring equitable access and fair housing practices.
- Work with internal teams to ensure new tenants can live independently and are well supported to thrive within the community.
- Collaborate with the Facilities Manager to align maintenance and capital priorities; oversee preventive and corrective maintenance through the Superintendent and contractors.
- Ensure compliance with RentSafeTO, Fire Safety, and municipal housing standards.
- Oversee vendor performance for contracted services such as cleaning, waste management, pest control, and landscaping.

Financial & Administrative Management

- Prepare, monitor, and manage annual operating and capital budgets for the housing portfolio.
- Review and approve vendor invoices, monitor expenses, and identify opportunities for efficiencies in partnership with Finance.
- Oversee rent collection, arrears management, and lease renewals in compliance with the Residential Tenancies Act.
- Maintain accurate operational data and reporting using property management software such as Yardi or Propra.
- Provide operational and financial reports to the Managing Director, Community, and contribute to strategic planning processes.

Resident Relations & Community Building

- Oversee the delivery of resident services and communications through the Resident Experience Coordinator.
- Ensure responsive, compassionate, and equitable service delivery to residents from diverse cultural, linguistic, and socioeconomic backgrounds.
- Support residents in maintaining successful tenancies by identifying early signs of difficulty and coordinating appropriate support or referrals.
- Promote community connection through resident engagement initiatives, volunteer activities, and shared intergenerational programs.
- Address escalated tenant issues with professionalism, diplomacy, and adherence to legislative and organizational policies.
- Foster an environment where residents of all ages and backgrounds feel valued and respected.

Compliance, Risk, & Safety

- Ensure compliance with all relevant legislation including the Ontario Building Code, Fire Code, Occupational Health & Safety Act, and City of Toronto housing regulations.

- Oversee implementation of the Fire Safety Plan, Emergency Preparedness Plan, and Vital Service Disruption Plan.
- Maintain documentation for inspections, audits, and certifications.
- Conduct periodic risk assessments and ensure follow-up on safety or operational issues.
- Promote environmental sustainability and accessibility across all housing operations.

Strategic Collaboration

- Serve as an active member of the Generations Toronto management team, contributing to cross-departmental planning and problem-solving.
- Collaborate with other campus managers to ensure coordinated and efficient site operations.
- Participate in long-term capital and asset management planning to ensure sustainability and service quality.
- Represent housing operations in external stakeholder and community meetings when required.

Qualifications

Education & Experience

- Minimum 5–7 years of progressive experience in residential property management or community housing operations, including at least 3 years in a supervisory role.
- Demonstrated experience leading staff in large multi-unit residential environments, preferably within affordable or mixed-income housing.
- Experience supporting residents with a range of needs and life stages, including seniors, families, and individuals with varying socioeconomic backgrounds.
- Proficiency with property management software such as Yardi, Propra, or equivalent.
- Knowledge of the Residential Tenancies Act, Ontario Building Code, Fire Code, and RentSafeTO standards.

Leadership & Competencies

- Strong interpersonal and cultural awareness skills with the ability to build trust across diverse resident groups.
- Excellent communication, conflict-resolution, and de-escalation abilities.
- Strategic thinker with operational discipline and sound judgment.
- Financial management skills including budgeting, forecasting, and reporting.
- Empathetic, adaptable, and collaborative leader with a commitment to inclusion and equitable service delivery.

Preferred Certifications (asset, but not required)

- Certified Property Manager (CPM), Registered Condominium Manager (RCM), or Building Environmental Systems (BES).
- WHMIS, First Aid/CPR, or other safety certifications.

Working Conditions

- On-site leadership presence required at the Generations Toronto housing complex.
- Occasional evening or weekend work for community events or operational needs.
- Light physical activity during site visits or inspections.
- Participation in after-hours emergency response rotation as required.

About Generations Toronto

Generations Toronto is a not-for-profit, intergenerational community campus combining affordable housing, long-term care, early childhood education, health services, and community programming.

The development includes 390 rental housing units, a 122-bed long-term care home, an early childhood development centre, a primary health care clinic, and a community kitchen producing 2,000 meals daily.

Rooted in values of pluralism, compassion, and service, Generations Toronto offers a model of inclusive, dignified, and connected living for individuals and families of all ages, backgrounds, and circumstances.



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To Apply:

Please submit a resume and cover letter explaining your experience and your interest
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