

# POSTING

## PROPERTY MANAGER

Permanent Full Time (35 hours per week)

### Ted Kuhn Towers

---

Reporting to the Deputy Executive Director (DED), of Options Community Services, the Property Manager will be responsible for the effective management of Ted Kuhn Towers, a social housing program which consists of two buildings with over 420 bachelor and 1-bedroom units. We are committed to empowering individuals, supporting families and promoting community health.

#### KEY DUTIES AND RESPONSIBILITIES

- Interviews and selects residents based on program criteria, suitability for the building, and confirmation of third party support for mental health or addiction issues.
- Ensures the completion of Tenancy Agreement/Program Participant Agreement and move-in condition inspection reports and critical tenant information is gathered and maintained.
- Builds positive relationships with residents and supports their personal development, encouraging healthy life choices and involvement in building and resident activities.
- Oversees the collection of rent payments and rental arrears and informs DED of any issues or trends that require further corrective action.
- Liaises with community agencies such as police and reports suspicious activities in or around the building.
- Expertly executes program management tasks in collaboration with the Program Manager, including issue and risk management, building complex multi-phase program schedules, tracking dependencies and milestones, and communication of overall program status.
- Managing all aspects of complex, large-scale supportive housing programming in a highly sensitive environment often through a consultative and collaborative process.
- Developing and implementing effective programs, processes, procedures, and schedules for meeting project and program deliverables and resident's needs.
- Chairing and facilitating high-level resident and team meetings
- Supervise the ongoing maintenance of training manuals and computerized records and documentation by performing audits to ensure accuracy of resident physical and virtual files, and statistical data.
- Responsible for building revenue and expenses including preparing and operating within an approved budget; analyzing monthly financial statements and preparation of monthly management report; ensure billings and year-end adjustments are correct.
- Oversee accounts receivable to ensure they are maintained at an acceptable level.
- Work closely with Maintenance teams to ensure the efficient operation, maintenance and repair of properties including compliance with government regulations, achievement of maintenance/life safety standards and sourcing cost effective ways to operate.
- Develop, administer, and submit regular financial reports and budgets (operating & capital) within established guidelines.
- Interact and effectively communicate on financial performance, property operations, staffing, and resident relations.
- Conduct and document annual building inspections, as well as routine follow up to ensure all items identified are addressed in a timely manner.
- Ensure health & safety policies and procedures are compliant

---

**NOTE: Applicants not selected for an interview will not necessarily be notified.**

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 08/14/2019

OCS Posting #:A21405

- Determines staffing including recruitment, scheduling, training, performance reviews etc.,
- Ensures the training on Naloxone protocols in place for all employees and forwards records for personnel files.
- Works with direct reports to establish deliverables with measurable objectives and timelines, develop plans for skillset growth, and conduct formal performance reviews.

## QUALIFICATIONS

### Education, Training, and Experience:

- Minimum seven (7) years' experience and a Supervisory role.
- Certificate or Diploma in Property Management or related field.
- Diploma related to the area of building maintenance and construction.
- Five (5) years' experience in a property management environment (e.g. in social housing) including direct experience working in and with construction trades/maintenance and in conducting building and project inspections.
- Valid BC Driver's Licence and reliable vehicle with business insurance.
- Valid First Aid Certificate.

### Job Skills and Abilities:

- Excellent communication (verbal and written), interpersonal and customer service skills.
- Demonstrated ability to resolve work related conflicts and problems immediately on site.
- Knowledge of and experience with word processing, spreadsheet, database software and property management programs.
- Thorough understanding of the principles and practices of residential property management services, in particular relating to affordable housing delivery.
- Extensive knowledge of the Residential Tenancy Act and rules and regulations, policies and procedures related to social housing management.
- Ability to prepare and write reports and letters.
- Crisis Line experience an asset.

**\*\* A full job description will be provided to shortlisted candidates\*\***

\* An eligibility list will be maintained for up to 6 months.

### CLOSING DATE:

**Resumes will be reviewed starting [August 21, 2019] but the posting will remain open until filled and will close without notice.**

### PLEASE APPLY TO:

Slinder Balaggan, Deputy Executive Director  
Options Community Services Society

Email: [slinder.balaggan@options.bc.ca](mailto:slinder.balaggan@options.bc.ca)

**No phone calls please.**

**Please include a cover letter clearly indicating the posting number [#A2405] and outlining your qualifications and related experience for the position.**