



Metro Vancouver – Join us in our commitment to provide services and solutions to one of the world’s most livable regions. We deliver service excellence in the areas of regional growth planning, air quality, water, liquid and solid waste management, regional parks, affordable housing, and community engagement to over 2.4 million residents. We invite you to bring your skills, passion, and expertise to help us in our commitment to sustain and enhance our region’s livability. We offer competitive salaries; excellent benefit packages; a municipal pension plan; employee wellness programs; and varied opportunities for professional growth and development. *Our Housing Services Department is currently seeking a:*

Area Manager, Housing (Full-Time Regular)

DUTIES:

Supervises tenant management, minor maintenance and repair and marketing of rental units for assigned Metro Vancouver Housing Corporation (MVHC) properties.

Monitors and controls spending ensuring the effective and efficient expenditure of allocated funds within the approved budget. Contributes to budget preparation and planning. Prepares operations and maintenance budgets for individual properties and works collaboratively with the Supervisor, Housing Maintenance and Capital Planning to prepare capital repairs and upgrades budgets. Responsible for meeting annual rental revenue targets and develops business cases for matters outside of budget requiring immediate attention.

Manages the preparation and processing of tenancy applications and agreements. Determines eligibility of applicants and counsels applicants and tenants on MVHC policies and procedures. Administers tenant move-out procedures, the re-rental of vacant units and approval of tenant transfer requests. Liaises with subsidy administration staff on subsidized tenant issues.

Supervises and carries out rental collections, controls rental arrears and collects delinquent accounts using appropriate methods including re-payment plans and legal action as required.

Reviews work requests, assesses resource requirements and prioritizes work. Makes decisions to contract external resources and works with purchasing to prepare required documentation. Contributes to recruiting and vetting contractors ensuring availability to provide quality services in a reasonable timeframe. Directs the work of contractors, performs progress inspections and approves payments. Performs annual and routine property inspections to identify required maintenance.

Investigates and responds to tenant complaints and conflicts and enforces tenancy agreements, MVHC policies and legislated requirements. Meets with tenants and facilitates the resolution of problems making referrals to support agencies or other social services agencies as appropriate; maintains an accurate record of all complaints and related activities.

Prepares and serves termination notices, orders of possession and monetary orders and represents the MVHC at Residential Tenancy Branch hearings as required. Prepares and presents evidence documenting behaviour and complaints and executes decisions of the Residential Tenancy Branch including retaining Provincial Sheriff services for difficult evictions.

Hires, supervises, directs and develops staff, monitoring performance towards division, department, and corporate objectives; ensures staff adhere to corporate workplace conduct and purchasing policies. Leads, coaches, and develops staff recognizing the importance of training. Ensures safe work procedures are integrated in the work routines of staff and addresses issues as they arise.

May meet with external agencies including emergency services, Provincial and Federal ministries and civic agencies including the RCMP, Social Services, Child Welfare, and Mental Health as required to address tenant disputes or other issues.

May coordinate the response to emergencies on assigned premises and ensures corporate communication protocols are followed. Keeps accurate records and documentation of incidences and emergencies; shares Area Manager on-call duties; and responds to after hour calls as required.

Performs other related duties as required.

REQUIREMENTS:

3 years of recent, related experience supplemented by a university degree or diploma in a relevant field such as Property Management; or an equivalent combination of training and experience.

Complete understanding and knowledge of the Residential Tenancy Act, the Commercial Tenancy Act and other related legislation and regulations pertaining to tenant and property management.

Knowledge of the methods and objectives of construction and maintenance as it relates to residential property management and property renovations. Ability to administer maintenance and repair contracts including reviewing and approving completed work.

Ability to investigate and evaluate tenant problems and complaints and to determine an appropriate and prudent course of action. Sound ability to identify, evaluate and address critical risks including the safety and security of residents and property. Demonstrated ability to promote positive tenant relations while adhering to relevant regulations and MVHC policies.

Ability to monitor capital and operations budgets ensuring the effective and efficient expenditure of allocated funds. Ability to prepare cost estimates for small-scale maintenance and construction projects. Ability to manage rent collection, meet annual rental revenue targets and report and account for revenue performance within established systems and guidelines.

Demonstrated supervisory skills and abilities including the ability to understand, consistently apply and explain collective agreements and corporate policies. Ability to organize, direct and supervise work of others in a team environment; skill in training and coaching staff to achieve goals and objectives. Knowledge of the occupational hazards, safety precautions and regulations relevant to work.

Ability to use judgment to resolve problems by adapting or applying procedures to address issues and problem situations. Demonstrates persistence in overcoming obstacles.

Sound written and oral communication skills. Ability to provide clear direction in emergency situations; tactfully respond to inquiries and complaints from tenants and the public on sometimes sensitive and difficult matters; and write letters, memos and reports on a variety of matters.

Demonstrated ability to establish and maintain effective working relationships with internal and external contacts; strong customer service orientation. Proven ability to work cooperatively with others; ability to effectively deal with disagreements to prevent the escalation of conflict.

Proficiency using Microsoft office programs, including Word, Excel, and Outlook.

Valid B.C. Class 5 Driver's license.

Please follow this link <http://www.metrovancouver.org/about/careers/> to our Careers page where you can submit your application by May 23, 2017.

While we greatly appreciate all the replies we receive, regretfully only those selected for an interview will be contacted.