



Position Title: Tenant Services Coordinator

Department: Property Services

Reports to: Director of Property Services

Salary Range: \$21.93- \$27.03

How to apply: Please send your Cover Letter and Resume to Resumes@pacificahousing.ca by September 22, 2017 at 11:59pm.

Start Date: ASAP

Organizational Focus:

As a non-profit charitable organization, Pacifica Housing's vision is *better lives through affordable homes and community connections*. Our mission is to be a leading innovative provider of affordable homes and support services that contribute to the independence of individuals and families.

The Tenant Services Coordinator supports the Director of Property Services in meeting the Society's property management goals to maximize occupancy with suitable tenants and provides support to tenants within family housing.

Employee Benefits:

- Medical Service Plan (MSP) Coverage
- Extended Health Plan
- Extended Dental Plan
- Registered Retirement Savings Plan (RRSP) Matching Program
- Employee Assistance Program
- Discounted Gym Membership

Position's Primary Objectives:

Participates as a key member of the Property Services team responsible for all tenancy related issues including:

- ensuring a high occupancy rate for non-subsidy units with suitable tenants;
- facilitating tenant placements for subsidized housing units;
- providing support to tenants in Pacifica Housing's family housing portfolio; and
- performing administrative duties related to both non-subsidised and subsidised units.

TENANT SERVICES COORDINATOR

Key Responsibilities:

1. Contributes to ensuring a high occupancy rate for non-subsidy units with suitable tenants by:
 - marketing units by placing advertisements with appropriate sources;
 - receiving and reviewing tenancy applications and conducting one-on-one interviews and reference checks to determine suitability;
 - conducting new tenant sign-up procedures; and
 - maintaining a current understanding of trends in the local rental market.

2. Facilitates tenant placements for subsidized housing units including:
 - collaborating with Property Services maintenance staff and the Managers of Supported Housing to identify suitable unit vacancies;
 - reviewing potential tenants as identified through the BC Housing Registry system;
 - collaborating with Ministry of Social Development, Capital Mental Health Association, the Managers of Supported Housing and other community agencies to discuss suitability of tenant placements; and
 - conducting detailed annual reviews, income verification and rent contributions for subsidized tenants as per BC Housing requirements
 - conducting new tenant sign-up procedures.

3. Provides supports to tenants in Pacifica Housing's family housing portfolio by:
 - receiving tenant complaints and enquiries and responding in writing;
 - recording and maintaining tenant unit files in Yardi (property management software), including tenant issues and inquiries;
 - preparing and delivering "Notice To End A Residential Tenancy", as directed; and
 - coordinating evidence and documentation to be submitted for hearings at the Residential Tenancy Branch (RTB) and represents the Society in RTB proceedings as required.

4. Performs a variety of administrative functions for both non-subsidized and subsidized units including:
 - assisting with move-ins/move-outs, unit showings and annual inspections;
 - processing rent/subsidy changes as per BC Housing guidelines;
 - ensuring tenancy agreements are up to date and adequately protect Pacifica Housing;
 - maintain all tenant selection files;
 - tracking and recording changes in local market rental rates;
 - issuing timely notices to tenants in non-subsidized units regarding rent increases;
 - assisting with eviction documentation;
 - providing quarterly reports to the Director of Property Services on internal housing statistics;
 - following up on reports from property inspections and maintenance visits to ensure continuity;
 - providing all Landlord Reference checks to BC Housing and others; and
 - performing other related duties, as required.

TENANT SERVICES COORDINATOR

Qualifications (minimum Education and Experience requirements):

Education:

- Secondary school graduation
- Certificate or diploma in Office Administration
- Current basic First Aid Certificate

Experience:

- A minimum of 2 years related property management experience, preferably in a non-profit housing environment

Note: An equivalent combination of education and experience may be considered.

Knowledge, Skills and Abilities:

- Strong organizational and time management skills
- Demonstrated conflict resolution skills
- Knowledge of the Residential Tenancy Act
- Ability to operate as part of an interdisciplinary team
- Proficient in MS Office programs including Word, Outlook and Excel
- Knowledge of Yardi Property Management software an asset

Additional Criteria for Role:

- Completion of a Criminal Record Check through the Ministry of Justice is required
- Must have valid driver's licence and access to a reliable vehicle with a minimum of \$2 million liability 'business class' insurance

Behavioural Competencies Assigned to the Role:

Core Competencies

Caring: Intermediate

Creative: Intermediate

Responsible: Intermediate

Role-Specific Competencies

Relationship Building: Intermediate

Self-Management: Intermediate

Decision Making: Intermediate