



Making a difference...together

Make a difference and become a part of the Capital Regional District's vibrant future! Located in one of the world's premier places to live, work and visit, the Capital Regional District (CRD) strives to create liveable, vibrant communities, practice exemplary environmental stewardship and build a prosperous and sustainable economy. We are an outcome driven, high performance organization respected for its commitment to the citizens we service and the services we provide.

MANAGER OF OPERATIONS

\$98,774 - \$116,205 per annum (2016 rates)

Position Purpose

This position oversees the services of tenant relations, housing administration, maintenance and procurement for over 45 buildings and approximately 3000 tenants. Responsible for the day to day management of the Corporation's direct managed portfolio and services to third party clients. Acts in a senior leadership role for operational staff, ensuring that all aspects of the operations are functioning efficiently and ensuring corporate communications, policy development and staff readiness all contribute to the Corporation meeting its operational targets and mandate. This position leads the development and implementation of organizational strategies, policies, practices and improved systems in order to deliver effective services based on priorities identified internally, by Senior Manager, CRD Executive Team and/or the CRHC Board of Directors.

Key Accountabilities / Position Outcomes

- Leads, coordinates and supervises the tenant relations, housing administration, maintenance and procurement functions to ensure the Corporation operations and business objectives are well coordinated, resources are managed, and information is shared effectively to create a strong, flexible, collaborative and high performance operations team.
- Works with Board, Senior Manager and staff to ensure policies, processes, systems and management direction are in place to support the CRHC Division's objectives. Develop, communicate and implement operating initiatives, policies, procedures and standards that ensure a safe, effective, efficient and responsive operation that meets the needs of our clients. Improve processes and policies in support of organizational goals. Formulate and implement departmental and organizational policies and procedures to maximize output. Monitor adherence to rules, regulations and procedures. Uses leadership, coaching and employee development practices to create a highly engaged team of professionals and staff who are trained and oriented to meet both the current requirements of their position as well as the cross-training necessary to ensure back-up for the maintenance of essential services and to ensure future needs are identified and addressed and to ensure the highest quality of services for tenants, partners and stakeholders.
- Ensures compliance with industry and organizational regulatory requirements and Corporate policy by implementing practices and procedures to review, assess and communicate updates or changes and to maintain a high level of staff awareness, understanding, training and accountability for quality control.
- Responsible for the management and oversight and ensuring key performance targets are met with regards to the budget, coordination and oversight of operating budgets and capital replacement planning and expenditures to ensure units are modernized and updated in accordance with the capital plan and available financial resources. Oversees the engagement of external professionals to assist staff in planning and executing complex renewal projects.
- Works collaboratively and manages the operational partnership with BC Housing, third party societies, Parry Place, and other stakeholders to ensure Housing matters and concerns are addressed.
- Ensures that tenant engagement principles are integrated throughout the day to day operations of the Corporation.

- Responsible for the management and oversight and ensuring key performance targets are met with regards to move-in/move-out process for CRHC's 225 +/- tenant turnovers each year including tenant selection, unit preparedness, advertising strategies and rent levels – for both market and mandated rents from senior government.
- Manages the disposition of complex tenancy issues including decisions regarding eviction, tenant/landlord contracts, challenges to operational policies, public and tenant complaints regarding staff actions or unit/site conditions.

Qualifications

- Degree in Public Administration, Business, Planning, or related subject area and a minimum of eight to ten years of progressive leadership experience in Property Management, including substantial experience in the area of affordable housing.

Role-specific Knowledge, Skills & Abilities

- Detailed knowledge of applicable legislation and dispute resolution mechanisms of the Residential Tenancy Act and applicable provisions of the Human Rights Act.
- Property management experience in a residential environment including capital and operational planning for a large and diverse property portfolio, extensive management of contractors and building maintenance and repairs.
- Ability to implement and maintain property management and capital maintenance software, tools and systems to track, monitor, and organize daily work and capital projects to ensure schedules are met utilizing Corporation staff and contracted services as required.
- Management in a labour relations environment, including: staff hiring, staff education & development, discipline and grievance procedures and participation in collective bargaining as an employer representative.
- Exceptional communication and interpersonal skills including strong listening and dispute resolution skills, negotiation skills and the ability to assess and diffuse tense or potentially aggressive personalities. Ability to communicate well with individuals possessing a wide variety of language skills and communication styles.
- Ability to work within restricted capital and operating budgets while ensuring that all properties are maintained in a good state of repair for the benefit of the Corporation, tenants and community.
- Knowledge of procurement and contract management and project accountability in a public sector environment.
- A valid BC Driver's License required.

Applications

To apply for this exciting opportunity, please submit your resume and covering letter online at www.crd.bc.ca under "[Careers](#)".

The CRD wishes to thank you for your interest and advises that only those candidates under active consideration will be contacted.

