



Position Title: Tenant Services Coordinator

Department: Property Services

Reports to: Senior Manager, Regional Operations

Salary Range: Commensurate with experience

Hours: Full-time (28 hours per week) | Tuesday – Friday

How to apply: Please send your resume and cover letter to resumes@pacificahousing.ca by October 21st, 2019 at 11:59m.

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.

Pacifica Housing is a rapidly growing organization dedicated to meeting the housing and support needs of our community. As one of the largest non-profit housing providers on Vancouver Island, we are committed to building up our fast-growing team with a culture built to support and drive our people, and to reinforce our team with caring, responsible innovators.

The Tenant Services Coordinator supports the Senior Manager, Regional Operations in meeting the Society's property management goals to maximize occupancy with suitable tenants and provides support to tenants within family housing.

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.

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

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- 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 Supportive 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 Supportive 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 Senior Manager, Regional Operations 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.

Qualifications (minimum Education and Experience requirements):

Education:

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

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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

Pacifica Housing advises all employees, contractors and volunteers of the risk of violence, injury and harm that is present in the execution of their duties. Pacifica Housing is committed to providing a safe and risk-free work place, however, we acknowledge the inherent risk in social housing and direct support work while in homes and in other support relationships.

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

Pacifica Housing is an equity employer and encourages applications from women, persons with disabilities, members of visible minorities, Aboriginal Peoples, people of all sexual orientations and gender identities. All qualified individuals who would contribute to the further diversification of our organization are encouraged to apply.