



Victoria Park Community Homes is a private non-profit housing corporation with a dedicated team of Board volunteers and staff committed to strengthening individuals, families, neighbourhoods and communities by providing stable quality affordable homes. We value a workplace environment in which employees take responsibility for their actions and performance; contribute to team efforts by offering help whenever it is needed; demonstrate integrity, respect and courtesy; and are committed to providing the highest quality of service.

## **We have an opening for a full-time, permanent RESIDENT & PROPERTY SERVICES ADMINISTRATOR**

### **POSITION OBJECTIVES**

The Resident and Property Services Administrator position is responsible for providing administrative and other support services to the Resident and Property Services Department as well as customer service at site offices when necessary.

### **CORE COMPETENCIES**

The incumbent will possess the following core competencies: Initiative; Thoroughness; Joint Problem Solving and Conflict Resolution; Flexibility; Managing Time and Meeting Deadlines; and Effective Communication.

### **COMPENSATION**

**Starting Salary:** \$40,284 per year

**Benefits:** Group insurance plan (extended Health, Dental, Life, Long-Term Disability, Travel, Accidental Death and Dismemberment; Employee Assistance Plan); pension plan; Paid Time Off; 3 weeks' vacation to start; professional training and development opportunities.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Fulfill back up duties for Reception when required (i.e. during breaks, vacations, sick leaves, and absences due to staff training).
- Schedule, coordinate, and prepare for monthly Property Manager meetings and quarterly Resident Manager Meetings.
- Respond to telephone enquiries and specific Resident concerns as instructed by the Chief Operating Officer, RPS Manager and Property Managers.
- Prepare, update and monitor various reports and distribute when necessary.
- Follow up on Rent Collection, Reports on appropriate due dates.
- Maintain a record of all distributed rent receipt books.
- Maintain Resident database by inputting tenant move-out dates, evictions, associated amendments, telephone numbers, and email addresses.
- Draft vacate letters for signature and notify Utilities of move-outs within required timeframe.
- Prepare form letters to Residents for delinquent Utility invoices.
- Draft letters as instructed by the Manager, Resident and Property Services and Property Managers in response to Resident complaints, permission requests, notice of entry, pest control notices and/or confirmations.
- Maintain Maintenance Request Form Tracker and Update/Maintain Preventative Maintenance logs by property annually.
- Provide coverage for Property Manager (i.e. but not exclusively during vacation and sick leaves).
- Assist with drafting N4 forms.

- Maintain, update, and distribute Property listing.
- Maintain, update and distribute Staff Directory.
- Maintain, update and distribute On-Call Schedule and Procedures
- Maintain, update and monitors monthly automatically distributed of Aging Receivable and Rent Roll Reports to Resident Manager's and Property Manager's.
- Ensure NSF notices are sent weekly to residents.
- Perform other duties as assigned.

## **EDUCATION AND EXPERIENCE**

- Possess a grade 12 education
- Have successfully completed Community College in Business or Office Administration, or have a minimum of 3-5 years of experience in a related field.
- Possess excellent customer service skills.
- Possess excellent organizational skills and be able to handle more than one task at the same time.
- Skills in transcription report and specification writing and typing are a benefit.
- Be proficient in knowledge and use of Microsoft Office (Word, Excel, PowerPoint, and Outlook) and Yardi voyager.
- Knowledge and skill in using MS Publisher would be an asset
- Possess excellent ability to communicate effectively both written and orally.
- Adept in all aspects of standard office procedures.
- Able to maintain confidentiality, exercise good judgment and discretion when dealing with confidential information and/or responding to inquiries.
- Knowledge of the Housing Services Act, the Residential Tenancies Act, and other relevant legislation and the affordable housing industry is a strong asset.

## **SPECIAL REQUIREMENTS**

- Be bondable and be prepared to execute a *Bondability Affidavit*.
- Successful candidate will be subject to a satisfactory Police Check at their expense.
- This position is open only to those legally entitled to work for any employer in Canada.

## **WORK ENVIRONMENT**

- Regular hours of work are 8:30 a.m. to 4:30 p.m., Monday to Friday with occasional work required outside of regular office hours. Place of work is smoke free.
- This position is based at the corporate head office currently located at 155 Queen Street North, Hamilton.
- A valid and unrestricted Class G drivers' license and daily access to a reliable vehicle is required to travel to various locations on a regular basis.
- Work environment includes considerable time in front of a computer screen and organizing and attending meetings.
- Work is somewhat diversified and requires a moderate degree of independent judgement. Problem solving involves selecting the best choice of action based on existing procedures and practices or by selecting from a number of solutions. Challenges are generally routine and related to the job function.

**Interested and qualified applicants can submit their resume with cover letter to [Recruiter@vpch.com](mailto:Recruiter@vpch.com) by**

**Friday, January 6<sup>th</sup>, 2023 at 4:00pm.**

*Victoria Park Community Homes will accommodate people with disabilities throughout the recruitment and selection process. Applicants are requested to make their needs known in advance if accommodation is required.*

*We appreciate the interest of all applicants in employment opportunities with Victoria Park Community Homes. Only those selected for an interview will be contacted.*

*No phone calls or placement agencies, thank you.*