



Making a difference...together

Employment Opportunity

Property Assistant – Tenant Relations

Planning & Protective Services – Regional Housing

Competition	18/274
Status	Auxiliary
Hours of Work	70 hours bi-weekly
Rate of Pay	\$30.82 – \$32.70 per hour (plus 14% in lieu of benefits)
Review of applications begins	4:00pm on January 14, 2019; however, the competition will remain open until the successful candidate is found
Notes	Anticipated length of this term assignment is approximately one year

Summary

The Property Assistant (Tenant Relations) is responsible for the immediate day to day delivery of the administration of tenant’s unit turnover with prescribed timelines. This position regularly communicates, collaborates and coordinates with Capital Region Housing Corporation (CRHC) applicants, tenants and other CRHC staff to ensure CRHC goals and objectives are achieved while maintaining respectful and professional relations.

This position requires an acceptable criminal record check. The applicant/incumbent will be required to undergo a criminal record check in order to work in this position and to report to their supervisor if any criminal charges are laid against them that may be related to their employment in this position.

Duties & Responsibilities

- Coordination of vacancies and administration of rent subsidies
- Coordinates housing applications, performs residency references and credit checks and determines acceptance or rejection of applications.
- Coordinates vacancies.
- Maintains and updates waitlists.
- Uses discretion in working with and addressing complex needs of clients and third parties.
- Coordinates vacancy showings with caretakers and prospective tenants.
- Prepares tenancy documentation.
- Liaises with tenants and potential tenants related to applications and CRHC processes, including explaining tenant agreements, rights/responsibilities and the services provided by CRHC.
- Maintains the Housing Registry to ensure records accurately reflect vacancy status and to ensure correct subsidy amounts are being received from BC Housing.
- Completes Applications for Rent Subsidy for all eligible tenants according to program guidelines, including the review of documentation submitted to support the application.
- Provides information to tenants, applicants and the general public on social housing programs, eligibility requirements and tenancy policies.

- Assists with completion of new Applications for Housing with the Housing Registry.
- Liaises with caretaking staff to ensure that tenant notices are distributed.

Tenant Concern Administration

- Responds to routine tenant concerns, such as noise, smoking, parking, pet and other tenancy concerns. Refers complex tenant issues to Tenant and Community Services Coordinator.
- Prepares standard letters to applicants and tenants.
- Provides admin support as required.

Accounts Receivables and Collections

- Processes tenant account receivables relating to arrears, unit damage and unauthorized modifications both during and at the end of a tenancy agreement.
- Processes CRHC tenant invoices/chargebacks and sees accounts receivable collection throughout the continuum of the chargeback system including arbitration and collections.
- Prepares hearing documentation, evidence packages and reviews with caretakers, portfolio PMs and/or others. Presents at Residential Tenancy Branch (RTB) arbitrations and dispute resolution hearings.
- Receives Arbitrator's Decision and updates office records.
- Coordinates the handling of abandoned property including appraisal and property storage/disposal in accordance with the Residential Tenancy Act.
- Works with Property Managers and Caretakers to develop systems and processes to ensure the maximization of maintenance chargebacks.
- Reconciles insurance claims.
- Maintains parking log and invoice system.
- Processes rent payments and bank deposits as required.
- Assists with the preparation of tenancy arbitration evidence packages.
- Follows all policies, procedures and standards of the CRD.
- Performs other related duties as required.

Qualifications

- One year certificate in Business Administration or Property Management, plus five (5) years' directly related work experience, including significant residential property management experience or equivalent combination of education and experience.
- Excellent communication (verbal and written), interpersonal and customer service skills are required.
- Experience with and understanding of social housing or other non-profit social services.
- Typing speed of not less than 55 wpm.
- High degree of calculator speed and accuracy.
- Experience and proficiency with word processing (MS Word), spreadsheets (MS Excel), presentation (MS PowerPoint) software and databases.
- Experience with computerized enterprise system such as SAP.
- Ability to multi-task in a fast paced work environment.
- Ability to deal with applicants, tenants and the general public in stressful situations.

- Ability to work with a minimum of supervision.
- Must possess a valid BC Driver's Licence (Class 5).

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.

