



Making a difference...together

Employment Opportunity

Property Manager – Maintenance & Facility Services

Planning & Protective Services – Capital Regional Housing Corporation

Competition Number:	22/221
Employment Type:	Regular Full Time
Hours of Work:	70 hours bi-weekly
Rate of Pay:	\$37.67 to \$42.72 per hour
Review of applications begins:	Open until filled

As the largest social housing provider on southern Vancouver Island, the management and staff at the Capital Region Housing Corporation (CRHC) have a shared mission to develop and manage affordable housing for low to moderate income households. In a region experiencing a housing crisis, that mission informs, invigorates and drives our shared sense of purpose. We know that every position in our organisation is vital in reaching our vision to deliver affordable, attractive, inclusive and sustainable homes where our tenants feel a sense of safety, pride and belonging. If this sounds like the type of team environment you'd like to be part of, join our high performance organization respected for its commitment to the residents, businesses and local governments we engage with and the services we provide.

Job Summary

The Property Manager is responsible for providing a wide range of property management services, which maintain or enhance the Corporation's residential properties. This position is primarily involved in supervision of caretakers, tenant support services such as move in and move out activities, coordinating suite/project maintenance work, capital planning and overseeing contracted services on site, in conjunction with other Property Manager 3 (Maintenance & Facilities Services). This position regularly communicates, collaborates and coordinates with other CRHC staff to ensure a strong team culture that supports CHRC goals and objectives.

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

Qualifications

- Diploma in Property Management or related field such as building maintenance or construction plus five (5) years' experience in a property management environment (e.g. in social housing) including direct experience working in and with construction trades/maintenance and in conducting building and project inspection or an equivalent combination of education and experience.
- Extensive knowledge of the Residential Tenancy Act and rules and regulations, policies and procedures related to social housing management
- Sound knowledge of facility management and building maintenance practices
- Demonstrated work experience in providing supervision and work direction to maintenance staff/caretakers and contractors
- Must possess a valid BC Driver's Licence

What is the CRD?

The Capital Regional District (CRD) is the regional government for 13 municipalities and three electoral areas on southern Vancouver Island and the surrounding Gulf Islands, serving more than 432,000 people.

Our administrative boundaries span the Traditional Territories of many First Nations, all of whom have a long standing relationship with the land and waters from time immemorial that continues to this day.

We value the diversity of the people we hire and serve. In our commitment to bring differing perspectives to our workplace, and to deliver the best possible service to our customers, we encourage and welcome applications from all people with diverse backgrounds, abilities, and lived experiences.



Applications

To apply for this exciting opportunity, please visit www.crd.bc.ca and submit your application on our [careers page](#).

We welcome all qualified applicants to apply and may consider a combination of experience, education and/or training where possible.

NOTE: For the health and safety of our employees, customers and the communities we serve, the CRD requires verification of your COVID-19 vaccination status as a condition of employment.

Typical Duties and Responsibilities

People working in this role can expect to be responsible for performing the following duties. This list is not meant to be comprehensive and other related duties similar in scope and complexity may be performed.

- Provides supervision of caretakers including recruitment, orientation, time approval, arranging coverage and the provision of leadership, guidance, feedback and work direction.
- Supports caretakers in resolving maintenance and related tenant issues; drawing on assistance from PM-Tenant & Community Services, if required.
- Responds to inquiries and concerns from contractors. Oversees development of scope of work for contractors on-site, including work direction, inspection & resolution of deficiencies. This includes but is not limited to insurance repairs, landscapers, elevator maintenance personnel, building envelope required warranty maintenance, snow removal and pest control.
- Supervises and coordinates unit maintenance on tenant turnover and awards and assigns work relating to unit turnover.
- Coordinates annual unit inspections, reviews summary sheets prepared by caretaker staff and provides direction to caretakers and follows up on outstanding issues.
- Processes capital requests/requirements, amends capital plan, and authorizes required expenditures. Logs, prioritizes and responds to tenant requests for unit modifications.
- Conducts site inspections ensuring standards/regulations (such as WHMIS and WorkSafe) are in compliance, tidiness & general condition of buildings, roadways, equipment, landscaping, vandalism, etc.
- Prepares comprehensive maintenance status reports for all facilities.
- Identifies complex maintenance issues for Manager of Operations' attention and direction.
- Participates in the preparation of the annual budget and capital plan.
- Oversees the handling of abandoned property including appraisal and property storage/disposal in accordance with the Residential Tenancy Act.
- Coordinates resolution of tenant complaints within prescribed tenancy agreements and as set out in the Residential Tenancy Act; drawing on assistance from PM-Tenant & Community Services, if required.
- Represents the Corporation at Residential Tenancy Branch arbitration hearings.
- Communicates and applies information on the Residential Tenancy Act and corporate policy to tenants.
- Recommends policies and procedures that will enhance property management operations.
- Ensures all required manuals, plans, policy manuals, etc. are accounted for and up-to-date; on site office.
- Ensures caretakers have appropriate equipment/supplies to complete their work. Provides hands-on training and assistance as required including ensuring WHMIS training is up to date and WorkSafe regulations are followed.
- Follows all policies, procedures and standards of the CRD and CRHC.



Knowledge, Skills and Abilities

To be successful at the CRD, candidates should have a shared understanding of our [Cultural Traits](#) and [Strategic Vision](#) with Indigenous peoples. Additionally, ideal candidates would possess the following role specific knowledge, skills and abilities:

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- Excellent communication (verbal and written), interpersonal and customer service skills are required.
- Demonstrated ability to resolve work related conflicts and problems immediately on site
- Thorough understanding of the principles and practices of residential property management services in particular relating to affordable housing delivery
- Demonstrated ability to direct complex tasks of contractors/subtrades/caretakers
- Knowledge of and experience with word processing, spreadsheet, database software and property management programs.
- Knowledge of administrative procedures, labour legislation, collective agreement language, WorkSafe BC practices/protocols and OH&S Regulations.
- Sound judgment and initiative to resolve problems in a unique and ever-changing environment
- Ability to prepare and write reports and letters
- Ability to work with limited supervision
- Ability to organize the workload and maintain flexibility in an ever-changing environment
- Ability to work under pressure and, at times, in a difficult and challenging public environment

