

MOUNT DOUGLAS SENIORS HOUSING SOCIETY
POSITION DESCRIPTION – MANAGER TENANT SERVICES

Position Title:	Manager Tenant Services
Status:	Full-time, Permanent
Hours of Work:	35 hours per week
Work Days:	Monday to Friday, 8:30am - 4:00pm
Wage Range:	\$52,000 to \$58,000 per annum plus benefits

THE ORGANIZATION

Mount Douglas Seniors Housing Society is a non-profit charitable organization with the mission to provide secure, affordable rental housing to adults 55+ living on lower incomes. The Society has been operating for 50 years on a 4-acre park-like site in Saanich and currently offers 164 units of independent rental housing.

JOB SUMMARY

Reporting to the Executive Director, the Manager of Tenant Services is responsible for effectively managing all tenant services including tenant relations, tenant leases, maintaining low vacancy rates, and ensuring that a high standard of service is maintained for the residents. The position works with the Executive Director and Maintenance Manager to coordinate and monitor rent collection, deposits, chargebacks, vacancies, move-ins/outs, unit repairs and maintenance.

The position reports to the Executive Director (ED).

There is an expectation that the incumbent will show strong leadership in the areas of client care and administration and will act independently in the best interest of the residents and the Society.

Mount Douglas Seniors Housing offers a great workplace culture in a small, collaborative team, a 35-hour work week, competitive salary and benefits, and 3 weeks paid vacation.

MAJOR RESPONSIBILITIES

Effectively manages tenant services to create a positive environment and a high level of service for tenants.

Supports seniors and individuals with barriers to housing to maintain positive tenancies. Resolves conflict with compassion and clarity.

Supports the ED to provide effective leadership by bringing forth recommendations on and tenant-relations processes and policies.

Effectively coordinates maintenance to ensure the Society's buildings, properties and equipment are maintained in excellent condition for the enjoyment of the residents and the fiscal well-being of the Society.

Effectively manages the rental of vacant suites to ensure the fiscal well-being of the Society.

Reports regularly to the ED about tenant-relations, rentals, and administrative issues.

QUALIFICATIONS

Minimum 5 years' experience combined administrative management, client management, property

management, and/or tenant relations in a similar environment.

Post-secondary education in property management, administration, or social services.

Knowledge of the Residential Tenancy Act. Understanding of applicable tenancy and privacy legislation.

Demonstrated excellence in client services, conflict resolution, supporting individuals with barriers to housing, communications, customer care.

Strong written and oral communication and teamwork skills, positive demeanor, excellent client-service record.

Strong organizational and analytical skills.

Strong understanding and demonstrated experience with general office administration procedures with an excellent attention to detail. Computer literacy including Windows Office suite and Google Calendars.

Self-directed and demonstrated ability to effectively plan, organize and prioritize work in a changing environment.

Possession of a current clear criminal record check.

Required Fully Vaccinated against COVID-19. Flu vaccination recommended.

Follows infection prevention measures as per MDSHS procedures.

DUTIES & RESPONSIBILITIES

Owns the tenant intake process. Distributes and processes applications for housing, screens, and interviews applicants. Completes the rental of suites and the orientation of new tenants. Creates tenant files and completes residential forms. Maintains waitlist.

Manages tenant relations including conflict resolution with a commitment to reducing disputes and evictions. Where necessary, manages evictions and dispute resolution at the Residential Tenancy Branch.

Foster relationships with external partners (such as Island Health, Police, Emergency Mental Health) and makes referrals as appropriate.

Establish and Maintain compliance with all operating policies and procedures (including Tenancy Agreements) as well as relevant legislation such as PIPA, The RTA & The Societies Act

Manages move-outs effectively and efficiently with a view to reducing vacancies.

Prepares and distributes tenant communications, notices, and newsletters.

Oversees activities and fosters community and volunteerism.

Works collaboratively with the maintenance manager to ensure suites are ready to rent after turnover and repairs and maintenance are completed to the highest standard in a timely fashion.

Performs move-in and move-out inspections. Determines security deposit reductions and ensures suites are in good condition for rental.

Coordinates security deposit refunds.

Dispatches and tracks work orders for the maintenance department and reports progress to the ED.

Receives and receipts rent payments, prepares, and makes deposits, maintains rent rental accounts.

Administers annual review of rents and fees.

Manages annual rental and fee increases.

Responds to afterhours emergencies that cannot be managed by onsite afterhours response staff. Shares afterhours on-call duties with other managers on rotation.

Completes general office tasks as required: filing; creating/formatting/revising documents.

Creates and updates Google Calendars with important dates, activities, and meetings.

Makes recommendations to the ED for changes to tenant relations and rental policies and procedures.

COMPETENCIES

Self Starter - Goal driven and possess a high degree of motivation and energy. Is a “doer,” and has a record of productivity

Passion for the Organization’s Mission

Ability to Accept Others - Open to and accept many different types of people – values diversity

Deals Well with Conflict. Handles adversity with grace. Does not take criticism personally. Maintains a sense of perspective. Builds relationships

Aware / Diagnostic / Problem-solver

Ability to listen - Knows how to actively receive input and listen to other viewpoints and uses a collaborative approach with others

Team Player- Works closely with the other staff, particularly the Maintenance Manager who assist and cover for each other

Sound Judgment - Has the ability to analyze alternatives, deliberate, and then arrive at a sound decision

Ethical - Takes responsibility for actions and makes decisions that are consistent with high ethical standards

Does not let obstacles stand in their way and can persevere through difficult times for the organization

Has physical and emotional stamina. Able to handle multiple interruptions, competing priorities and a fast-paced work environment and still function at an acceptable level