

**MOUNT DOUGLAS SENIORS HOUSING SOCIETY**  
**POSITION DESCRIPTION – TENANT SERVICES ADMINISTRATOR**

<b>Position Title:</b>	<b>Tenant Services Administrator</b>
<b>Status:</b>	Part-time, Permanent
<b>Hours of Work:</b>	20 hours per week
<b>Work Days:</b>	Monday to Friday
<b>Wage Range:</b>	\$28 to \$35 per hour (depending on qualifications) 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. Mount Douglas Seniors Housing offers a great workplace culture in a small, collaborative team, a flexible work week, competitive salary and benefits.

**JOB SUMMARY**

The Tenant Services Administrator is responsible for overseeing many of the administrative aspects of renting apartments at Mount Douglas Seniors' Housing. They 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.

Reporting to the Executive Director, the Tenant Services Administrator is responsible for effectively managing tenant services including tenant relations and tenant lease agreements, maintaining low vacancy rates, and ensuring that a high standard of service is maintained for the residents. The position works closely with the Executive Director, Facility Manager, and Administrative Assistant to administer rent collection, deposits, chargebacks, vacancies, move-ins/outs, unit repairs and maintenance schedules.

**MAJOR RESPONSIBILITIES**

**Suite Rentals.** Working collaboratively in a team setting, the Tenant Services Administrator:

- provides support to tenants regarding all associated programs, products, and services including rent calculations, annual reviews, scheduling and maintenance processes of housing units.
- administers the effective rental of vacant suites to ensure the fiscal well-being of the Society including the marketing, showing, renting of units and set up of residents' records with accurately documented rents, subsidies, and services
- maintains the files using established MDSHS protocols, systems, and databases, improving processes as required.
- completes the tenancy interview and sign up in the absence or in conjunction with the Executive Director.

**Tenant Support.** Using a relationship building approach the Tenant Services Administrator will:

- work effectively with the residents, persons with disabilities and seniors with complex social and health needs to maintain positive tenancies.
- refer tenants facing hardship to available resource providers.
- support the Executive Director to provide effective leadership by bringing forth recommendations on and tenant-relations processes and policies.

The Tenant Services Administrator reports regularly to the ED about tenant-relations, rentals, and administrative issues.

## **QUALIFICATIONS**

- Minimum 3 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.
- Working knowledge of the Residential Tenancy Act. Understanding of applicable tenancy and privacy legislation, health and safety regulations. Experience managing residential properties and non-profit seniors' housing is an asset.
- 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 with an attention to detail that demonstrates excellent written and numerical accuracy.
- Experience with, or willingness to learn, web-based and social media systems.
- An understanding and care for safe, secure, equitable, and affordable housing for seniors with low incomes and diverse abilities, cultures, genders, and lifestyles.
- Strong understanding and demonstrated experience with general office administration procedures with an excellent attention to detail. Computer literacy with word processing, emails, spreadsheets, and databases, including Windows Office suite and Google Calendars.
- Self-directed and demonstrated ability to effectively plan, organize and prioritize work in a changing environment.
- First aid certificate or willingness to take first aid training.
- Possession of a current clear criminal record check.

## DUTIES & RESPONSIBILITIES

### Tenancy Administration

- Owns the tenant intake process.
  - Distribute and process applications for housing, screens, and interviews applicants, liaising with the Executive Director.
  - Complete the rental of suites, move-ins, and the orientation of new tenants.
  - Create tenant files and completes residential forms.
  - Maintain waitlist in accordance with MDSHS policy.
  - Complete all aspects of the Tenancy Agreement – check references, review, sign agreement with all new tenants, (obtaining signatures as required), ensure receipt of security deposit and establish method for payment of rent, i.e. EFT or post-dated cheques.
  - Set up payment type for rent: EFT, cheque or cash.
  - Provide necessary information to Administrative Assistant for a resident file to be opened and resident name added to the rent roll.
  - Coordinate the distribution and implementation of rent increase notices with the Administrative Assistant.
  - Make monthly updates to the EFT database to reflect rent increases or any other relevant changes.
  - Complete monthly EFT transmission and prepare rent payments for bank deposit.
  - Reconcile all rents transmitted / banked for bookkeeper.
  - Provide information to the Executive Director in the event of any NSF rents that require follow-up.
- Perform move-in and move-out inspections effectively and efficiently with a view to reducing vacancies. Determines security deposit reductions, in collaboration with the Facilities Manager. Coordinates security deposit refunds. Ensures suites are in good condition for rental.
- Administer annual review of rents and fees and manages annual rental and fee increases.
- Manage conflicts to maintain lengthy tenancies, processing evictions when necessary, and supporting the Executive Director with dispute resolution at the Residential Tenancy Branch.
- 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.

### Tenant Relations

- Refer tenants to available external resource, as appropriate, to support tenant's ability to live independently.
- Foster relationships with external partners (such as Island Health, Police, Emergency Mental Health) who provide services to our tenants.

- Prepare and distribute tenant communications, notices, and newsletters.
- Oversee activities and foster community and volunteerism.
- Support the Facilities Manager in dispatching and tracking work orders for the maintenance department and reports progress to the Executive Director.

#### Office Administration

- Complete general office tasks as required: filing; creating/formatting/revising documents.
- Create and update Google Calendars with important dates, activities, and meetings.
- Provide reception duties, as needed in the absence of the Administrative Assistant, by answering phones and greeting visitors.
- Make recommendations to the ED for changes to tenant relations and rental policies and procedures.

#### TENANT SERVICES ADMINISTRATOR COMPETENCIES

Competencies	Behaviours that Demonstrate Competency
<b>Passion for the Organization's Mission</b>	Is driven by the importance of the organization's mission.
<b>Attention to Detail</b>	The ability to accomplish/complete a task while demonstrating a thorough concern for all the areas involved, no matter how small
<b>Values Diversity</b>	Respects and accepts many different types of people, cultures, abilities, genders.
<b>Deals Well with Conflict</b>	Handles adversity with grace. Does not take criticism personally. Maintains a sense of perspective. Builds relationships.
<b>Client Service Orientation</b>	Focusing one's efforts on discovering and meeting the client's or clients' needs. It implies a desire to help or serve others, to meet their needs. "Clients" can be internal or external.
<b>Communication</b>	Communicates effectively with others. Understands the views and information from others. Engages in active listening.
<b>Team Player</b>	Works closely with other staff, particularly the Administrative Assistant who you will assist and cover for each other.
<b>Conflict Management</b>	Facilitates the prevention, management and/or resolution of conflicts
<b>Problem Solving</b>	Efficiently identifies, determines cause, proposes and implements solutions to solve problems in the workplace.
<b>Results Oriented</b>	Successfully bringing tasks to completion. Recognizes what results are important. Successfully achieves results. Goes above and beyond as needed.
<b>Time Management</b>	Manages time effectively to complete required tasks. Follows schedules as needed prioritizing important tasks.