



RESIDENT MANAGER

The Job

The Affordable Housing Societies – one of BC’s largest not-for-profit affordable housing providers is seeking experienced Resident Managers.

Reporting to the Property Manager, the Resident Manager serves a key role in furthering the organization’s goals and objectives and ensuring the Mission to “provide quality, affordable rental homes so that families and individuals can thrive.” The Resident Manager serves as the landlord’s representative in matters of resident relations and building management at the site. The position functions as the front-line contact for residents to ensure successful tenancies, the safety and well-being of tenants, and the effective operation, maintenance, and repair of the buildings.

About You:

As a Resident Manager you are a positive, detail oriented and passionate professional who wants your work to have a lasting meaningful impact for individuals and families, through excellent management of the properties and homes in which they live. You have a track record of effective tenant relations, facility maintenance and security, including compliance with municipal and provincial regulations. You espouse the values of integrity, kindness, and compassion, and take seriously the social responsibility of effectively managing the housing of individuals of various backgrounds including many who are highly vulnerable. You understand and are empathetic to the many reasons individuals find themselves in precarious housing situations including trauma, addictions, mental health challenges and the confidentiality that goes along with it.

Specific Duties & Responsibilities Include:

- Responsible for the rental of vacant suites including interviewing and approving applications for tenancy and completing tenancy agreements
- Manages and enforces the collection of monthly rent contributions
- Answers and determines emergency calls and notifies appropriate authorities
- Maintains strong positive tenant relations by promptly responding to all tenant requests and inquiries, including emergencies outside of regular working hours
- Completes incident and other reports; delivers notices and forms as requested
- Generates work orders for external contractors
- Manages purchases within an authorized spending authority level
- Processes tenant move-outs by completing move-out inspections and receiving keys or security cards; Facilitates the work required to restore the suite to a good and clean condition
- Performs unit inspections and assists with annual inspections
- Maintains order and appearance of the common and public areas including vacant units; Clears all interior commons areas daily; keeps grounds, sidewalks, roadways, and garbage disposal areas clean and free of litter; maintains the integrity and compliance of recycling programs
- Performs minor maintenance duties throughout the site
- Other related duties as required

Knowledge, Skills, and Abilities:

- Strong knowledge of building structures and systems and an ability to recognize and address deficiencies
- Demonstrated knowledge of the Residential Tenancy Act
- Good organizational and problem-solving skills
- Good written and oral communication, plus interpersonal and relationship-building skills
- Basic computer literacy including experience with MS Office

Education, Experience, and Qualifications:

- Secondary School Diploma
- Minimum one year of experience as a residential rental building manager
- Or an equivalent combination of education and experience

Mandatory Job Requirements:

- Valid driver’s license (Class 5) and reliable vehicle
- Successfully pass a Criminal Records Search

This position has a live-in requirement and comes with a smoke-free, pet-free one bedroom apartment. We offer a competitive salary, health, and wellness benefits, RRSP contributions, and excellent work-life balance.

If this sounds like you then **please email your Resume with Cover Letter to jobs@affordablehousingsocieties.ca** explaining why you are the right fit for our organization quoting competition number **23-00-ResidentManager** in the subject line. This post will remain open until filled.

While we appreciate all applicants, only those selected for an interview will be contacted.