



## PROPERTY ASSISTANT

### The Job

The Affordable Housing Societies – one of BC's largest not-for-profit affordable housing providers has an immediate opening for a Temporary Full Time **Property Assistant** (6-month contract for leave coverage – Portfolio A.)

**Reporting to the Property Manager**, the Property Assistant 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 Property Assistant is responsible for providing direct administrative support to a team that includes a Property Manager and site staff including Resident Managers. The position supports the delivery of property management services 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 Property Assistant, 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 providing effective administrative support, including accurately interpreting and recording sensitive information. 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, and mental health challenges.

### Specific Duties & Responsibilities Include:

- Responds to inquiries from tenants and site staff both verbally and in writing
- Initiates verbal and written communication with tenants requesting information to support the tenancy
- Reviews and interprets tenant information to ensure accuracy and compliance regarding tenancy accounts
- Maintains manual and automated tenant and property files including tenancy agreements, subsidy applications, vacancy reports and rents
- Assists Resident Managers in locating new tenants
- Monitors tenant rent payments including follow up with staff regarding rent arrears
- Participates in unit inspections, documenting follow up actions with Resident Managers and tenants as appropriate
- Maintains reports regarding the condition of units and buildings
- Responds to inquiries from tenants, service agencies, the public and advocates, to provide information and to prevent and/or stabilize sensitive or contentious issues, and alert supervisor of developing or potential issues
- Other related duties as assigned

### Knowledge, Skills, and Abilities:

- Excellent written and verbal communication, customer service, and interpersonal skills
- Strong knowledge of MS Office suite including Word and Excel spreadsheets
- Ability to investigate and solve problems creatively within established policies and procedures
- Demonstrated initiative and ability to work independently with limited supervision
- Proven ability to organize multiple responsibilities simultaneously while ensuring accuracy and follow through to completion each activity and transaction
- Ability to interpret and understand documents received from tenants
- Ability to exercise good judgement
- Demonstrated aptitude for learning computer applications quickly
- Ability to organize work and priorities and to maintain multiple priorities simultaneously
- Strong mathematical and analytical skills
- Ability to travel throughout the Lower Mainland and Fraser Valley on a frequent basis

### Education, Experience, and Qualifications:

- Completion of secondary school graduation in addition to several post-secondary courses in a relevant field such as business or business administration and/or property management
- Two years of demonstrated work experience in an office environment
- 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 comes with a competitive salary, work from home opportunities, and excellent work-life balance perks such as every second Friday off with EDO's. This initial 6-month opportunity may lead to a permanent placement which includes health & wellness full benefits package, flexible working arrangements and employer paid RSP contributions.

If this sounds like you then please email your Resume with Cover Letter to [jobs@affordablehousingsocieties.ca](mailto:jobs@affordablehousingsocieties.ca) explaining why you are the right fit for our organization **quoting competition number 23-09-Property Assistant - TFT in the subject line**. Applicants will be reviewed as submitted. This posting will remain open until filled.

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