



RESIDENT MANAGER

The Job

The Affordable Housing Societies – one of BC's largest not-for-profit affordable housing providers is excited to be seeking an experienced Resident Manager for a couple of our beautiful properties centrally located in Coquitlam.

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 Affordable's representative in matters of resident relations and building management at the site. This position functions as the front-line contact for residents to ensure successful tenancies, the safety and well-being of tenants/visitors, and the effective operation, maintenance, and upkeep of the building.

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. You have a strong work ethic and love working with families.

Key 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, including emergencies outside of regular working hours
- Maintains strong positive tenant relations by promptly responding to tenant requests and inquiries
- 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, Abilities and Attributes:

- Strong knowledge of building structures and systems and an ability to recognize and address problems
- Demonstrated knowledge of the Residential Tenancy Act and Municipal/Provincial compliance regulations
- Exceptional organizational, planning, and problem-solving skills
- Detail oriented
- Good written and oral communication, plus impeccable interpersonal and relationship-building skills
- Diplomacy and conflict management skills
- Strong computer literacy including experience with MS Office
- Knowledge of safe use of standard maintenance tools and equipment
- Strong work ethic and ability to work unsupervised

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:

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

This position 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 this position, quoting competition number **23-20-GMRH-ResidentManager** in the subject line.

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