



TENANT EXPERIENCE & MARKETING ASSISTANT (TEMA)

The Job

The Affordable Housing Societies – one of BC's largest not-for-profit affordable housing providers has an immediate opening for a permanent full time **Tenant Experience & Marketing Assistant (TEMA.)** At Affordable Housing Societies, we're all about "Making People's Lives Better" --- for our tenants, for their families, and for our employees. Join an exceptional group of diverse, caring, dedicated and passionate people who are inspired to make a difference in people's lives by delivering an experience that is authentic, personalized, and memorable for more than 10,000 people across the Lower Mainland. AHS is a close-knit team of professionals that provide the very best quality service to our tenants and communities we support.

Reporting to the Chief Operating Officer (with a dotted line to the local Resident Manager,) the Tenant Experience & Marketing Assistant (TEMA) 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 TEMA is responsible for bringing outside prospects into our buildings, so the public can understand who we are and what we offer our tenants. This position highlights and promotes all the great amenities within our buildings and the surrounding areas. The TEMA is responsible for growing our lead base and turning prospects into delighted tenants. The TEMA builds relationships, identifies sales leads and engages the decision makers to potential tenants. The TEMA will be a trusted advisor for both the Resident Manager and those exploring living in our properties. The position functions as the front-line contact for sales for Affordable Housing Societies.

About You:

As the Tenant Experience & Marketing Assistant, you are a positive, outgoing, and passionate marketing professional. You have a track record of effective tenant relations and successful sales. You genuinely enjoy providing exceptional customer service. You have a passion for networking. You love seeing people satisfied with the beautiful condition of our building(s.) You love interacting with tenants who have life experience and stories to tell. 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.

Key Duties & Responsibilities Include:

- Greeting tenants and visitors; being the first point of contact for customer and tenant inquiries as property liaison
- Ensuring a positive applicant and tenant experience throughout rental process with exemplary customer service approach
- Sales and marketing of vacant units by identifying sales leads to the Resident Manager
- Networking and rapport-building with clients and outside agencies
- Developing relationships with external partners and government to gain a first-hand knowledge of programs and offerings for residents of Affordable Housing Societies projects
- Community outreach
- Event planning and hosting for the purposes of generating sales
- Decorating and staging vacant units as required
- Arranging for photographs for the purposes of advertising of units/building(s) as necessary
- Building sales portfolios for the building(s) including descriptive highlights and language for marketing and branding strategies
- Developing and maintaining marketing and tracking materials for tenant engagement



- Developing presentations for workshops related to tenancy
- Ensuring vacant units are rented as soon as they are available and marketing units as required
- Assisting with coordination of tenant move ins/outs
- Tracking and maintaining cost spreadsheets of marketing campaigns and success rates related to specific campaigns showing ROI for each
- Administrative assistance including answering phones, setting up meetings, & filing
- Supporting the Administrative Property Assistants in maintaining client roster/waitlists
- Preparing correspondences, reports, and related written materials
- Other related duties as assigned

Knowledge, Skills, Abilities and Attributes:

- Some knowledge of the Residential Tenancy Act, Human Rights Code and Municipal/Provincial compliance regulations
- Exceptional organizational, planning & problem-solving skills
- Detail oriented
- Able to work both independently and as part of a team
- Intrinsically motivated
- Excellent written and verbal communication, interpersonal and positive relationship-building skills
- Strong customer service skills
- Diplomacy and conflict management skills
- Strong computer skills including MS Office Suite, online applications, and database management

Education, Experience, and Qualifications:

- Minimum secondary school diploma or equivalent, plus some post-secondary courses in relevant area of study such as business, marketing, and public relations
- Minimum three years of experience in sales and marketing, plus one year administrative and customer service work experience
- Proven track record of closing sales leads
- Demonstrated experience with use and application of social media and online networking sites as a marketing tool
- Experience in housing sector and real estate will be considered an asset

Mandatory Job Requirements:

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

We believe in making people's lives better for our tenants, their families, and our employees. If you would like to grow your career with Affordable Housing Societies, we offer excellent opportunities for growth and the chance to work with great team-mates. This position comes with a competitive salary/vacation, and a total compensation package inclusive of employer-paid health/dental/wellness benefits, employer-paid GRSP contributions, excellent work-life balance, plus perks such as staff education and professional development.

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 23-21-TEMA in the subject line**. The position is currently vacant and needs to be filled immediately. 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.