



## RESIDENT MANAGER - COQUITLAM

### 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 **Resident Manager** for a couple of our central Coquitlam properties. 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 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 record of effective tenant relations, conflict resolution, 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.

### Key Functions 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 all tenant requests and inquiries
- Completes incident and other reports; delivers notices and forms as requested
- Generates work orders for external contractors
- 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
- 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 BC Residential Tenancy Act
- Good organizational and problem-solving skills
- Excellent project management skills
- Good written and oral communication, plus interpersonal, conflict management and relationship-building skills
- Basic computer literacy including experience with MS Office, online applications, and PM software

### Education, Experience, and Qualifications:

- Minimum Secondary School Diploma or equivalent
- Minimum one year of recent experience as a residential rental building manager
- Minimum one year of leadership, people management or supervisory experience
- Experience with Arcori Purchase Order system considered an asset

### Mandatory Job Requirements:

- Valid BC driver’s license (Class 5) with clean driving record and a reliable vehicle
- Successful pass of a Criminal Records Search with Vulnerable Sector

This position is 9am to 5pm daily, 5 days/week on site. We offer a competitive salary, employer paid health/dental/vision/wellness benefits, GRSP contributions, education & professional development, employee housing opportunities and excellent work-life balance. Please visit us at [www.affordablehousingsocieties.ca](http://www.affordablehousingsocieties.ca)

If you possess all the required job criteria and experience, please outline why in your **cover letter** and why you are the **right fit** for our organization, your **availability date**, your **salary expectations** and three professional **references** for background check.

Your **Resume with Cover Letter** in PDF or Word format can be emailed to [jobs@affordablehousingsocieties.ca](mailto:jobs@affordablehousingsocieties.ca) with competition number **24-11-RM** in the subject line.