



BUILDING SERVICE MAINTENANCE WORKER (BSMW)

The Job

The Affordable Housing Societies – one of BC’s largest not-for-profit affordable housing providers is looking for qualified **Building Service Maintenance Workers**. Our small family is growing with new developments and expansions, so we’re building our family with the growth. 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 (with a dotted line to the local Resident Manager,) the Building Service Maintenance Worker (BSMW) 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 BSMW is responsible for the general maintenance, servicing, and repairs to the building(s), equipment, furnishings, fixtures, and the surrounding grounds, including gardening and landscaping to ensure things remain in proper working condition and appearance for buildings and sites. The BSMW is responsible for maintaining a safe and secure and welcoming environment for residents, visitors, and all staff members. The BSMW serves as the landlord’s representative in matters of building management at the site(s). The position functions as the front-line contact for safety through the effective operation, maintenance, and repair of the buildings and sites.

About You:

As the BSMW, you are a positive, detail oriented professional. You have a track record of effective tenant relations, facility maintenance and security, including compliance with municipal and provincial regulations. You genuinely enjoy providing exceptional customer service and building maintenance. You relish creating an environment that feels like home - clean, safe, and well-maintained properties. You have a passion to maintain a great environment for residents. You love seeing people satisfied with the beautiful condition of our building(s). 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 Responsibilities:

- Performs minor building, suite, and site maintenance/repairs
- Identifies and records maintenance issues, repairs, and building upgrades required
- Effectively communicates and tracks daily priorities with local Resident Manager & PM
- Coordinates contractors and trades personnel to perform more extensive maintenance work and emergency repairs
- Processes and completes work orders and purchase orders
- Performs regular checks of all building systems and completion of required maintenance logs
- Inspects and maintains appearance of the common and public areas; clears all interior and exterior common areas daily, keeping grounds, sidewalks, roadways, and garbage disposal areas clean and free of litter
- Ensures curb appeal is consistent with Affordable Housing expectations by maintaining order and appearance of the common and public areas including vacant units; clearing interior commons areas; keeping grounds, sidewalks, roadways, and garbage disposal areas clean and free of litter; maintaining the integrity and compliance of recycling programs
- Minor landscaping as required seasonally
- Snow clearing seasonally as required
- Maintains and organizes storage rooms, bike rooms, and underground parkade
- Ad hoc cleaning as required
- Manages supply and stock purchases
- Completes incident reports as necessary
- Delivers tenant and building notices and forms as requested
- Prepares vacant suites for new tenants moving in; facilitates and performs the work required to restore the suite to a good and clean condition
- Maintains records of suite repairs
- Assists with other coordination of tenant move-in & move-out activities, including keys/fobs

- Address's tenant maintenance and safety/security concerns in a timely and professional manner
- Promptly answers and determines emergency calls (including after hours) and notifies appropriate authorities when required
- Performs unit inspections and assists with annual inspections as required
- Other related duties as assigned

Knowledge, Skills, Abilities and Attributes:

- Excellent aptitude for problem solving mechanical and maintenance related issues
- Knowledge of safe use of standard maintenance tools and equipment
- Strong knowledge of building structures and systems and an ability to recognize and address deficiencies
- Ability to safely lift 50 lbs.
- Exceptional organizational, planning & problem-solving skills
- Detail oriented
- High standards for cleanliness, repairs, and maintenance
- Good written and oral communication
- Positive relationship-building skills (strong interpersonal skills,) diplomacy, and conflict management skills
- Strong computer skills including MS Office and other online applications
- Demonstrated knowledge of the Residential Tenancy Act and Municipal/Provincial compliance regulations

Education, Experience, and Qualifications:

- Secondary school diploma or equivalent
- **Minimum three years** of experience as a residential rental building maintenance manager, specifically maintaining building and mechanical systems, and basic on-site building maintenance (Facilities/Building Maintenance, Security, Tenant Relations/Customer Service)
- Experience with Arcori PO system considered an asset

Mandatory Job Requirements:

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

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. These positions come with an opportunity for employee housing, 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. Please visit us at www.affordablehousingsocieties.ca for more information.

If you possess all the required job criteria and experience, **please submit your Cover Letter** with the following:

- Summary of why you are the right fit for our organization
- Outline of how you meet all the required KSA criteria and experience
- Available date to start
- Annual salary expectations
- Three professional references (name, job title, company, phone#, email address)
- ICBC Driver's Abstract showing a clean driving record

Please email your **Resume with separate Cover Letter** to jobs@affordablehousingsocieties.ca quoting competition number **24-10-BSMW** 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.