



ADMINISTRATIVE PROPERTY ASSISTANT

The Job

The Affordable Housing Societies – one of BC’s largest not-for-profit affordable housing providers is looking for a qualified **Administrative Property Assistant** for one of our downtown 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 Administrative 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 Administrative Assistant is responsible for supporting the team with administrative clerical duties and customer service.

About You:

You are a positive, detail oriented administrative professional. You have a track record of effective tenant relations, including compliance with municipal and provincial regulations. You genuinely enjoy providing exceptional customer service, administrative tasks, and property management. 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:

- Greeting tenants and visitors; being the first point of contact for customer and tenant inquiries, over the phone, in person, and via email
- 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 supervisor
- Developing relationships with external partners and government to gain a first-hand knowledge of programs and offerings for residents of Affordable Housing Societies projects
- Event planning and hosting for the purposes of generating sales, including decorating and staging vacant units or venues 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
- Assist in locating new tenants
- 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
- Preparing correspondences, reports, and related written materials
- Respond to inquiries from tenants and site staff both orally and in writing
- Initiate oral and written communication with tenants requesting information to support the tenancy
- Review and interpret tenant information to ensure accuracy and compliance regarding tenancy accounts
- Maintain manual and automated tenant and property files including tenancy agreements, subsidy applications, vacancy reports and rents
- Monitor tenant rent payments including follow up with staff regarding rent arrears
- Participate in unit inspections, documenting follow up actions with supervisor and tenants as appropriate
- Maintain reports regarding the condition of units and buildings
- Participate in team initiatives and assist in ad hoc site functions as required

- Respond 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 including but not limited to project work and secondment as assigned by the COO or PM for AHS properties

Knowledge, Skills, Abilities and Attributes:

- Some knowledge of Residential Tenancy Act, Human Rights Code and Municipal/Provincial compliance regulations
- Ability to interpret and understand documents received from tenants
- Excellent written and oral communication, customer service, interpersonal skills
- Positive relationship-building skills (strong interpersonal skills,) diplomacy, tact and conflict management skills
- Strong knowledge of MS Office suite including Word and Excel spreadsheets
- Demonstrated aptitude for learning computer applications quickly
- Ability to investigate and solve problems creatively within established policies and procedures
- Strong mathematical and analytical skills
- Demonstrated initiative and ability to work independently with limited supervision and within a team
- Proven ability to organize, plan, and prioritize multiple responsibilities and work simultaneously while ensuring accuracy and follow through on each transaction
- Ability to exercise good judgement
- Ability to travel throughout the Lower Mainland

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, marketing, public relations and/or property management
- Three years of demonstrated work 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
- Or an equivalent combination of education and experience
- 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. This position comes with an 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 in your cover letter
- Available date to start
- Annual salary expectations
- Three professional references (name, job title, company, phone#, email address) – **References must be from a direct supervisor or manager**
- ICBC Driver's Abstract showing a clean driving record

Please email your **Resume with separate Cover Letter** to jobs@affordablehousingsocieties.ca quoting competition number **24-13-Admin** 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.