



## JOB POSTING

POSITION: **Property Portfolio Administrator**  
COMPANY: **Vancouver Native Housing Society**  
WEBSITE: **[www.vnhs.ca](http://www.vnhs.ca)**

### WHO ARE WE?

VNHS's mandate is to provide safe, secure and affordable housing. Although our original and ongoing mandate is to focus on the housing needs of the urban Aboriginal community we have expanded our operations to include housing solutions for seniors, youth, women at risk, persons living with mental illness, homeless and at risk populations.

Reporting to the Property Manager, the Property Portfolio Administrator is responsible for providing daily administrative support to the Property Managers in all activities related to tenancy management in the VNHS housing portfolio, as well as assisting in coordination of maintenance and repairs required through out the portfolio.

### Major Responsibilities will include:

- Identifies suitable applicants for vacant suites when requested by Property Manager and sets up interview times with applicants selected for interview
- Prepares tenancy agreement for each selected tenant in a timely manner and ensures Property Managers have all documentation required for tenant sign-up
- Sets up tenant files and enters relevant data in Yardi property management system for all new tenants accepted by Property Managers
- Raises work orders for repairs and maintenance items in the Yardi system
- Arranges meetings with tenants when requested by Property Manager
- Prepares and sends notices to tenants for annual and interim income reviews
- Continues ongoing communication with tenants and stakeholders regarding all income review processes and tracks these to completion
- Updates all internal tenant management systems of any changes to tenancy, occupancy, rental amount reviews and tenant related issues
- Receives and organizes income verification documents from tenants
- Calculates tenant rent contributions based on income information received from tenants and submits completed rent subsidy forms to Property Manager for approval and sign off
- Identifies non compliance with rental subsidy application and advises the Property Manager



- Prepares notices to end tenancy (NET) for authorization by Property Managers as and when required
- Prepares all required documentation for dispute resolution process when requested by Property Manager
- Works with Property Managers to complete and process Security Deposit Disposition forms in a timely manner for those tenants who are moving out.
- Maintains up to date tenant files and ensure files contain all necessary documentation as per operating agreements held with the funder as well as per policy
- Works in coordination with Accounts Receivable Clerk to monitor rent arrears and ensures that Property Managers are informed of uncollected rents
- Under the guidance of the Property Manager assists in the preparation to develop scopes of work.
- Other related duties as directed by the supervisor.

### **Qualifications and Requirements:**

The successful candidate will have completed a post secondary degree or diploma in relevant subject, plus five (5) years of related experience or an equivalent combination of education, training, and experience.

### **Must have**

- Completion of secondary school
- Completion of office administration certificate or diploma from recognized educational institution
- Ability to handle and prioritize multiple tasks and deadlines
- Possesses the ability to manage conflict and de-escalate challenging confrontations using assertive and problem solving skills
- Able to take ownership and lead tenant management related job tasks to completion
- Effective oral and written communication
- You will be both English language and computer literate.
- Excellent time management skills
- Detail-oriented
- Good mathematical skills

### **Assets:**

- First Aid
- Experience with Yardi Software program
- Knowledge and understanding of Aboriginal culture
- Knowledge and understanding of the Residential Tenancy Act
- Knowledge and understanding of WHMIS
- Valid drivers license and reliable vehicle

- Ability to work in a team setting
- Ability to prepare and write reports and letters
- Sound knowledge of office administration procedures
- Ability to work under pressure and, at times, in a difficult and challenging public environment
- Familiarity with the Residential Tenancy Act
- Experience working in the Aboriginal community or at risk populations an asset
- Familiarity with VNHS mission, mandate, and current issues
- Intermediate MS Office skills

This position is a Full-time Position (37.5 hrs per week)

**Flexibility with hours may be required to meet operational deadlines. This successful candidate will be enrolled in our excellent Extended Health and Dental plan as well the Municipal Pension Plan after successful completion of their probationary period.**

If you are interested in this position, please send a resume and cover letter to [careers@vnhs.ca](mailto:careers@vnhs.ca) with “**Property Portfolio Administrator**” in the subject line. Please note, while we would like to connect with all of our applicants for this position, only those chosen for interview will be contacted.

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