



## **VANCOUVER NATIVE HOUSING SOCIETY**

**Job Posting: Property Portfolio Administrator (Property Assistant)**

**Location: Vancouver, BC**

### **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 and the homeless and homeless at risk populations.

We are looking for a strong leader to join our team with professional and consistent interaction with other departments to provide accurate information and support in order to facilitate swift processing of rents due to the organization.

**Reports to:** Property Manager

### **Key Duties and Responsibilities**

For every building within the assigned property portfolio, the Property Manager:

- 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
- 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
- Ensures that move-in and move-out inspections are carried out by Supportive Housing Manager (SHM) in a timely manner and that appropriate documentation is produced, tracked, and filed correctly
- In coordination with SHM ensures that suites are ready for occupancy when new tenants move in
- Ensures requested maintenance materials and supplies are delivered to the sites in a timely manner
- Under the guidance of the Property Manager prepares scope of work, or has scope of work prepared by technical advisor, and arranges external contractors quotation submission
- Other related duties as directed by the supervisor.

### **Qualifications**

- Completion of secondary school
- Completion of office administration certificate or diploma from recognized educational institution

### **Key Skills and Abilities**

- Ability to handle and prioritize multiple tasks and deadlines
- 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

This position is a full-time position (37.50 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 with "Property Assistant" 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.