



JOB DESCRIPTION

TITLE: BUILDING MANAGER

PROGRAM: Operations (Reporting to the Property Manager)

JOB GOAL:

Reporting to the Property Manager, the Building Manager is responsible for maintaining the building to a high level of cleanliness and good repair, timely collection and recording of rents, and ensuring that tenants experience quiet enjoyment of their homes. This position requires a mix of maintenance, administrative and interpersonal skills.

PERFORMANCE RESPONSIBILITIES:

- Schedules, supervises and directs the work of the building service workers and security staff
- Ensures that all interior common areas of the building are kept clean and tidy, and the exterior of the building is kept clean and the grounds maintained and free of litter
- Performs minor repairs and maintenance on building components and equipment in all common areas and units
- Maintains required building supplies and materials
- Works with the Property Management team to perform move-in and move-out inspection of unit turnover, documenting as required by the property guidelines and according to the Residential Tenancy Regulations
- Utilizes staff and/or external contractors to promptly prepare vacant units for occupancy according to standards of maintenance policies and procedures
- Collects and processes monthly rent from tenants in accordance to the policies and procedures
- Assists Property Manager with outstanding rent and/or tenant behaviour issues, including notices, warning letters and dispute resolution hearings
- Inputs tenant information and maintenance activities into property management software
- Works cooperatively with the Property Manager to identify and deescalate conflicts that arise within the tenant population and works towards creating an environment of trust while maintaining healthy boundaries
- Other related duties as directed by the Property Manager

QUALIFICATIONS:

Education & Training

Minimum High School Diploma

Experience

Minimum 2 years of experience managing residential buildings
Experience working in the First Nations community

Knowledge, Skills & Abilities

- Working knowledge of residential building systems and equipment
- Ability to maintain harmonious relationships with tenants, community partners/members and co-workers
- Skilled in janitorial and basic maintenance work
- Working knowledge of building trades and construction practices
- Working knowledge of workplace safety
- Familiarity with emergency procedures including police, fire, ambulance
- Sound knowledge of office administration procedures
- Computer skills including Microsoft Office, knowledge of Yardi an asset
- Ability to deal with tenant's sensitive and confidential information
- Familiarity with the Residential Tenancy Act

TERMS OF EMPLOYMENT:

1. According to terms of the staff manual
2. Appointment is subject to 6 months probationary period

Employee's Agreement

I accept employment with Vancouver Native Housing Society on the terms and conditions set out in this job description.

| SIGNATURE | PRINT NAME <i>(in English)</i> | DATE SIGNED <i>(mm/dd/yy)</i> |
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