



Job Posting Manager, Tenant Relations

About Us

Nanaimo Affordable Housing Society (NAHS) is a non-profit charitable organization who develops and operates inclusive housing communities appropriate to supporting tenants in achieving and maintaining stability and wellbeing.

Founded in 1990, NAHS believes housing is a basic human right and that tenants should be treated with respect and dignity. NAHS further believes that all tenants deserve well maintained housing that is affordable, independent, safe and secure, and which promotes a sense of home and community. Visit <https://nahs.ca> for more information on the Society.

The Position

Reporting to the Chief Operating Officer, and in accordance with Nanaimo Affordable Housing Society (NAHS) mission, strategic direction, principles and policies, the Manager, Tenant Relations is responsible for tenant selection, tenancy agreement administration, team leadership and tenant relations. Primary responsibilities include:

- Ensuring effective and efficient tenant relations management as the primary representative of NAHS for the full housing portfolio, including compliance with NAHS policies and procedures, the Residential Tenancy Act and related legislation and regulations
- Coordinating tenant matters as they relate to the Residential Tenancy Branch including, but not limited to, tenancy agreements, arbitration and rent increases; confirming rent-geared-to-income (RGI) calculations with BC Housing guidelines
- Serving as an active member of the Leadership Team, participate in long-term strategic planning, develop vision and implement approved plans and processes in collaboration with Senior Leadership
- Leading, training, directing, mentoring and coaching Tenant Relations team members
- Other responsibilities as required

What You Bring

An innovative, collaborative, respectful and logical approach to providing excellence in tenant service. Highly developed interpersonal communication (oral and written), problem solving, conflict management, and organizational abilities. Professional leadership skills with an emphasis on building and maintaining productive and collaborative working relationships with colleagues, direct reports and key stakeholders. An enthusiastic, positive energy directed towards carrying out a diverse range of responsibilities. Flexibility, adaptability and capacity to positively meet the challenges and changes of a growing organization.

Preferred qualifications include:

EDUCATION AND EXPERIENCE

- Degree in Social Work, Social Sciences or Social Housing Management; related post-secondary education or a combination of education and experience may be considered
- Minimum of 5 years' experience in team leadership working directly with vulnerable populations, including seniors
- Proven experience with budget development and monitoring
- Demonstrated experience in conflict management
- Experience working with MS Office Suite and information management software

KNOWLEDGE

- Working knowledge of social housing sector, and social justice concepts and principles
- Thorough knowledge of the Residential Tenancy Act and current relevant provincial and federal legislation
- Knowledge of the needs of persons with mental health, addictions and low literacy issues

SKILLS AND ABILITIES

- Ability to establish and maintain effective relationships with tenants, contractors and general public to promote a positive team environment
- Highly developed interpersonal communication and leadership skills; ability to build productive, flexible, resilient, engaged and supportive teams
- Demonstrated skills in diplomacy, problem solving and organizational abilities

OTHER REQUIREMENTS

- Eligible to work in Canada
- Valid driver's licence and clean driver's abstract; access to reliable vehicle
- Criminal record/vulnerable sector check
- Availability for occasional emergency call out

How to Apply

No phone calls please. Email your resume, cover letter and references along with salary expectations to hr@nahs.ca. This posting will remain open until **4:00 pm August 15, 2019**, however applicants are encouraged to apply early as we require the position to be filled as soon as possible.

We thank all applicants for their interest, however only those meeting our requirements will be considered. Selected candidates will be required to participate in in-person interview(s), assessments and/or presentations.