

EMPLOYMENT OPPORTUNITY

Property Manager X2 (2 positions) - Full Time

M'akola Housing Society – Victoria

Who We Are

M'akola Housing Society (MHS) is an Indigenous housing provider committed to supporting vibrant, diverse communities in British Columbia. Our portfolio spans the entire province and involves property management, asset management, Assisted Living and providing professional consulting services to other service providers.

At MHS, we have energetic and engaged teams. Each member brings a unique approach and skillset, and together we are committed to delivering high-quality service to our tenants and their communities. We strive to create a welcoming and supportive environment where all team members take personal accountability for their work, have a passion for excellence, and are encouraged to achieve their full potential.

What We Offer

- Paid vacation and sick leave
- Additional paid time off between Christmas and New Years
- Municipal Pension Plan (MPP)
- Medical Benefits
- Employee Assistance Program (EAP)
- Health & Wellness Program includes \$250/year
- Professional Development Program

Position Summary

The Property Manager positions will care for a portfolio of properties and tenants split into two regions; Langford/Sooke and Victoria. Reporting to the Director of Housing Operations (DHO), the successful candidates will enjoy working closely with each other, other regional Property Managers across BC (4), and senior leadership to provide coverage for a diverse and changing group. Each Property Manager will be responsible for the overall safety of each building to ensure the safety of our tenants and be based out of the Victoria office off of Goldstream Avenue in Langford.

This position is full-time, permanent, Monday – Friday, 35 hours/week.

Responsibilities

- Provide property management services for assigned portfolio such as unit turnovers, tenancy management, contract administration, procurement, and stakeholder relationships.
- Work with Indigenous organizations, communities, and tenant associations to maintain mutually beneficial relationships that enhance the well-being of Indigenous people who are transitioning to urban living.
- Lead a team including a Caretaker and Property Manager Assistant by holding weekly meetings, providing performance reviews, and encouraging teamwork.
- Coordinate and manage the general maintenance and regular inspections for all units in the portfolio to ensure compliance of M'akola standards and regulations of various authorities (BC Housing, WorkSafe,

Bylaws, etc.) are maintained.

- Meet Key Performance Indicators (rent collections, filling vacancies) and participating in meetings to discuss patterns and trends.
- Respond to tenant complaints, concerns, and issues and address them in a timely manner that is well-documented and in compliance with the *Residential Tenancy Act*.
- Coordinate with the Director of Asset Management, vendors, contractors and partners to meet service-delivery expectations and maintenance standards.
- Responsible for portfolio spending within approved annual maintenance budget.
- Manage the on-call system with the team so that work is distributed evenly and provide back-up coverage for calls outside of regular working hours.
- Maintain confidentiality of all tenant related information with the strictest of confidence.
- Assist with other various projects as assigned.

Qualifications

- Certificate or diploma in property management, social housing, or related field
- A combination of education and experience in property management may be considered
- Certified Property Manager (CPM) designation considered an asset
- 3+ years of experience in property management with a large portfolio
- 2+ years of supervisory experience

Required Skills and Knowledge

- Excellent understanding of the *Residential Tenancy Act*
- Proven negotiating and dispute resolution skills
- Familiar with resources to provide community information and/or referrals to assist families requiring additional support to maintain their tenancy
- Strong supervisory skills; as a leader, models professional behaviour and provides direction to their staff regarding the region operations
- Must possess strong planning, time management, efficient file management, and record keeping skills
- Exhibit strong interpersonal skills, display tact, respect and diplomacy
- Demonstrated aptitude in dealing with private and confidential information
- Exhibits cultural sensitivity and awareness
- Valid class 5 driver's license

Other

- Provide clear Criminal Record Check prior to hiring
- Follow M'akola policies and procedures
- Available to take calls outside of regular work hours
- Provide back-up support for on-calls
- Willing to travel for occasional M'akola events



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We hire employees of all cultures including Indigenous and non-Indigenous. Our Indigenous employees have diverse backgrounds including status, non-status, Metis and Inuit. We welcome applications from all backgrounds and cultures to join our diverse team.

Preference will be given to applicants of Indigenous ancestry (**please self-identify**) as per Section 41 of the BC Human Rights Code.

Please submit your Resume and Cover Letter to: <https://makola.bamboohr.com/jobs/view.php?id=32>

Closing Date: open until filled

Only those selected for interviews will be contacted.

For statistical purposes please indicate where you saw this job posting i.e. job site, email etc.