



HAMILTON EAST KIWANIS NON-PROFIT HOMES INC.

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Registered Charitable #: 125901439RR0001

Hamilton East Kiwanis Non-Profit Homes Inc. has been providing modest, affordable housing in and around Hamilton since 1982. The organization is governed by a volunteer Board of Directors and administered by knowledgeable, competent, and caring staff. We have an immediate opening for a permanent, full-time position in

Property Management Support/Quality Control for single and multi-unit residential properties

Position objective

Oversee all operations and staff in a portfolio of both rent-geared-to income and market rent apartments, townhouses, single family dwellings, and commercial units owned or managed by the organization. Directly responsible and accountable for the effective delivery of property support services and operations, including property and building routine maintenance, emergency maintenance, health and safety related maintenance, and contractor supervision.

Core competencies

The Property Support and Quality Control person shall demonstrate the following 5 competencies:

- Results Oriented
- Building Collaborative Relationships
- Flexibility
- Managing Time and Meeting Deadlines
- Effective Communication

Total compensation

Starting annual salary: \$41,530 - \$43,600, commensurate with experience

Benefits: Group insurance plan (medical and dental coverage; life insurance; short-term and long-term disability; accidental death and dismemberment; employee and family assistance plan); employer matching pension plan; annual paid vacation, training opportunities.

General duties and responsibilities

- Maintain the integrity of the physical assets.
- Select, supervise, and appraise contractors to ensure all functions of their job are performed in a manner that is consistent with the mission and value of the organization. Report any deficiencies or concerns to the Manager of Facilities and Maintenance to facilitate corrective action.
- Respond to and document tenant enquiries, concerns, and maintenance requests that are not considered emergency in nature within 24 hours of receiving the communication.
- Respond immediately to and document tenant concerns or maintenance requests that are emergency in nature.
- Provide back-up for the other Property Support & Quality Control staff member during absences when required.
- Upon receipt of all notices to vacate, schedule a move-out inspection of the unit immediately.
- Upon turnover of a unit, provide the Resident Coordinator with outstanding charges to facilitate collection.
- Maintain and update Yardi system files.
- Communicate persistent problems/ concerns to the Manager of Facilities and Maintenance and recommend solutions.
- Attend and/or represent the organization at various community meetings, seminars, and conferences when requested by the Manager of Facilities Maintenance.
- Perform other duties which are directly related to the responsibilities of the position and assigned by the Manager of Facilities and Maintenance.

Financial Reporting and Control

- Monitor and discuss variances with Manager of Facilities and Maintenance and Director of Operations and Director of Finance & Administration, including plans for resolution of problem areas.
- Administer the purchase order system and confirm that work is completed satisfactorily prior to payment of invoice.
- Determine if the purchase order/invoice will be a tenant chargeback and submit a copy to the Manager of Facilities and Maintenance to have the chargeback added to the tenant ledger.
- Maintain inventory controls of all site equipment and supplies.
- Coordinate maintenance inspection of units and projects to assess the state of repair. Determine appropriate course of action, estimate costs, and engage contractors to correct deficiencies. Coordinate the implementation of repairs, assign and prioritize work to be determined, and inspect work performed by contractors to ensure compliance with instructions and job specifications to ensure cost efficiencies.

Maintenance Administration

- Coordinate and inspect all repairs and maintenance.
- Report major issues and expense requirements to the Manager of Facilities and Maintenance.
- Conduct and document annual, move-in, and move-out unit inspections.
- Conduct weekly inspections of apartment complexes and record the condition of common hallways, laundry facilities, maintenance rooms, utility rooms, storage rooms, and exterior grounds.
- Attend annual fire inspections with contractor.

Legal/Regulatory

- Attend hearings at the Landlord/Tenant Board for complex evictions. Attend and assist Sheriff during evictions.
- Attend various court enquiries, discoveries, and commission hearings as required.
- Analyze and resolve all issues that arise pertaining to the organization's properties and asset maintenance.
- Ensure Residents are aware of the proper department to submit complaints. Such complaints should be forwarded in writing to the proper department within 24 hours for follow-up.
- Share "on-call" duty and respond to all emergency situations at the organization's units based on a 24-hour/7-day week rotational basis.
- Establish and maintain an effective network of communication between the management team and staff, various private sector agencies, and user groups.

Education, Experience, and Qualifications Required

- University degree or college diploma or certificate in Property Management or related field combined with several years of relevant property management experience OR an equivalent combination of education, qualifications, and relevant work experience.
- Possesses demonstrated knowledge of maintenance, property, and building administration of residential property, the Residential Tenancies Act, 2006; Housing Services Act, 2011; standard lease agreements, the Ontario Fire Code; the Occupational Health and Safety Act; and building codes normally acquired through the completion of relevant courses and relevant work experience.
- Has enhanced problem solving skills and the ability to make decisions.
- Possesses demonstrated knowledge of estimating and budgeting procedures.
- Has proven ability to supervise staff.
- Possesses strong leadership, communication, interpersonal, and organizational skills as well as a working knowledge of computer software applications (Microsoft Office: Word, Excel, Outlook; Yardi Voyager)
- Is willing and able to interact professionally with residents, colleagues, contractors, suppliers, vendors, government representatives and members of the general public.
- Is familiar with factors related to the building trades (i.e., painting; plumbing; electrical; carpentry; concrete, and landscaping).
- Is willing and able to prepare requirements or specifications of work and supervise it to completion by performing inspections and compiling a deficiency list.

Working Conditions

- Be bondable.
- Regular work week is 37.5 hours plus one hour for lunch, Monday-Friday. Kiwanis pays for 30 minutes of each lunch hour, plus on call rotation duties.
- This position is based at the corporate head office currently located at 281 Queenston Road, Hamilton, ON L8K 1G9
- Be available to work additional hours from time to time and attend meetings outside of regular business hours.
- Considerable time may be spent in front of a computer monitor.
- Have daily access to a reliable, insured vehicle as occasional travel is required.
- Possess a valid and unrestricted Class G Ontario Driver's License for the class of vehicle operated.

Application Process:

Please submit your resume and cover letter to recruiter@kiwanishomes.ca by **noon, Monday, October 25, 2021.**

Hamilton East Kiwanis Non-Profit Homes will accommodate people with disabilities throughout the recruitment and selection process. Applicants are encouraged to make their needs known in advance when accommodation is required.

We thank all applicants for their interest in employment opportunities with our organization.

No phone calls or placement agencies, thank you.