



Job Opening

Niagara Regional Housing

Job Title:	Senior Property Administrator	# Required:	1
Job Opening Id:	20128	Division:	Housing Operations
Business Unit:	Niagara Regional Housing	Standard Hours:	35.00 / week
Location:	Thorold, Ontario	Regular/Temporary:	Regular
Full/Part Time:	Full-Time	Close Date:	2018-05-10
Post Date:	2018-04-25	Salary:	\$72,250 – \$85,000

Position currently under review

JOB SUMMARY

Responsible for providing oversight on the property portfolio budget. Ensures consistent maintenance standards and preventative maintenance programs throughout each housing community to preserve and improve the structural integrity, habitability and energy efficiency of Niagara Regional Housing properties. This position also provides supervision, guidance and direction for the property management teams. Deals with tenants and tenant issues as required including diffusing issues and resolving escalated concerns.

EDUCATION

- Diploma from a 2-year college program in Building Technology, Social Services, Business Administration, Paralegal or other related fields
- University Degree such as a BA or a BSc preferred
- Certificate or diploma from a recognized property management training course such as with the Institute of Housing Management

KNOWLEDGE

- 5 years in property management related environment
- 7 to 10 years in property management related environment including people management responsibilities preferred

SKILLS

- Thorough knowledge of all relevant legislation including the Housing Services Act, the Residential Tenancies Act, Occupational Health & Safety Act, Ontario Fire Code, Freedom of Information and Protection of Privacy Act and the Ontario Human Rights Code.
- Knowledge of Ontario Building Code, Occupational Health and Safety regulations, Workplace Hazardous Material Information Systems (WHMIS), the Mechanics Lien Act and local planning codes and by-laws
- Technical knowledge related to residential construction and design, property maintenance, energy conservation and building systems
- Knowledge of administrative, budgetary and financial management procedures
- Communications, human relations, organizational, mediation and problem solving skills
- Ability to read and interpret blueprints and schematic drawings
- Ability to estimate construction/repair costs for residential buildings for a wide variety of projects
- Proficiency in the use of computer software applications and programs including Microsoft Office, Outlook, Word, Excel, PowerPoint, RECAPP and YARDI property management systems
- Excellent communication skills, both written and verbal
- Excellent critical evaluation and assessment skills
- Excellent social skills and an ability to effectively manage and build relationships with difficult clients

KEY RESPONSIBILITIES

1. Providing oversight and management of property budgets for the designated portfolio, ensuring maintenance falls within the approved budget and emergency projects are addressed accordingly, including but not limited to:
 - Monitoring the spend by Property Administrators to ensure alignment to budget
 - Developing action plans for over expenditures/adjustments as needed
 - Providing recommendations to the Manager Housing Operations regarding the operations budget and any reallocation of funds for emergencies
 - Guide and coach staff to assist in enhanced customer service
 - Resolving tenant disputes through guiding staff to acceptable resolutions in a timely manner
2. Ensuring property maintenance and tenant operations are well managed through supervision of the Property Administrators, including but not limited to:
 - Ensuring consistent maintenance standards and preventative maintenances program are applied consistently throughout each housing community
 - Acting as the point for the escalation or de-escalation of issues, whether with contractors, tenants or other stakeholders, regarding budget and other considerations
 - Provides guidance on how to address challenges with properties, tenants and staff
 - Co-chairs the Tenant Advisory Group
 - Identifying potential risks and ensuring staff and/or general public follow proper and safe operating procedures to avoid injury as well as damage to equipment and the working environment.
 - Ensuring all procedures for tenant management are followed such as: notices, vacancy periods
 - Ensure RGI calculations are monitored, completed, correct and applied in a timely manner according to rules and regulations
3. Ensuring Niagara Regional Housing is compliant to legislation and relevant codes, such as Health and Safety, including but not limited to:
 - Advising and contributing on shared services procedures
 - Ensuring eviction prevention policies are applied consistently and fairly to develop good rent paying habits and mitigate negative community behaviors to avoid unnecessary evictions
 - Providing advice and assisting those representing Niagara Regional Housing at Ontario Rental Housing Tribunal Hearings, Small Claims Court and criminal cases as required
4. Managing the Property Administrator team, including but not limited to:
 - Leading the recruitment for new property administrators and other direct/indirect reports as needed
 - Training and coaching as needed
 - Performance Manage the team of direct and in-direct reports including annual reviews and performance plans

SUPERVISION

- Direct reports: 8
- Indirect reports: 13
- Titles of Direct Reports: Office Assistant, Operations Program Assistant, Property Administrator (6)

SPECIAL REQUIREMENTS

- Requires valid class G license And use of a vehicle

Let us know why you would be an excellent team member by submitting your online application. We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.

Interested applicants are requested to forward their application/resume, clearly marked as Job Opening # **20128 – Senior Property Administrator**, to Human Resources before the posting close date.

For your convenience you may use one of the options noted below:

- e-mail to myHR@niagararegion.ca, OR
- Fax to (905) 641-2232, OR
- Delivery or mail to myHR Reception Desk at:

Niagara Region, Human Resources - Campbell West
1815 Sir Isaac Brock Way
Thorold ON L2V 4T7