



Job Opening

Niagara Regional Housing

Job Title:	Manager Housing Operations	# Required:	1
Job Opening Id:	20307	Division:	Public Housing Operations
Business Unit:	Niagara Regional Housing	Standard Hours:	35.00 / week
Location:	Thorold, ON	Regular/Temporary:	Regular
Full/Part Time:	Full-Time	Salary Range:	\$ 93,500- \$ 110,000
Salary Grade:	10	Close Date:	2018-05-22
Post Date:	2018-05-03		

Salary currently under review

JOB SUMMARY

Responsible for directing the effective management and administration of Niagara Regional Housing's owned unit portfolio, including tenant placement, property management of housing projects, tenant relations, directing operational maintenance, budget and capital planning, as well as applying sound business and administrative practices throughout the housing portfolio in compliance with legislation, regulations, codes and standards.

EDUCATION

- Diploma from a 3-year college program in Business Administration
- University Degree such as a BA or a BSc preferred

KNOWLEDGE

- 5 years in property management related environment
- 5 years in social housing property management related environment, managing over 1,500 units preferred
- Bilingual English and French an asset

SKILLS

- Knowledge of the Housing Services Act , Residential Tenancy Act, Building Code, Fire code and other relevant legislation
- Certificate or diploma from a recognized property management training course such as with the Institute of Housing Management

KEY RESPONSIBILITIES

1. Providing ongoing oversight and frontline activities in asset management covering service management and maintenance contracts, including but not limited to:

- Effectively managing the housing portfolio of rental units (more than 2500) through long range planning and the provision of services that include security, capital replacements and maintenance repairs.
- Monitoring the capital program to ensure that the competitive process has been followed, capital work is undertaken within the approved budget and there is minimal disruption to tenants
- Overseeing that the preventative maintenance program and day-to-day repairs are undertaken with safety, security and timeliness in mind
- Overseeing regular, annual and move-out inspection reports
- Ensuring that maintenance services are delivered in a cost-effective manner utilizing contractors retained through the approved RFP process

- Overseeing the monitoring of contractor work, inspections, performance appraisals and deficiency identification and correction
- Ensuring that an annual review of service contracts is conducted; that an integrity rich process is being followed with the information provided in the inventory of assets; and that the Emergency Plan is always current with Divisional employees trained

2. Implementing ongoing financial controls on capital and operating budgets, and insurance, including but not limited to:

- Has full impact on gross operating budget (20M\$)
- Developing annual operating and capital budgets for each site
- Retaining consultants as needed to undertake building condition assessments for the purpose of updating the 10 year capital plan
- Monitoring monthly expenditures to ensure respect of budgets
- Managing the insurance renewal process on an annual basis

3. Ensuring legislative compliance by NRH's assets, including but not limited to:

- Monitoring legislative changes to ensure policies and practices are compliant, interpreting and applying revisions as needed
- Providing recommendations on compliance and corrective action
- Co-chair the Tenant/Applicant Appeal Committee /legislation
- Ensuring that insurance is in place for the Corporation's assets

4. Delivering human resource management of quality in leading the housing operations function at NRH, including but not limited to:

- Providing leadership and direction to employees in all matters related to approved and accepted People policies and practices
- Ensuring an employee's journey from hiring to becoming a high performing individual is productive and positive
- Ensuring a safe work environment is provided as required by the Occupational Health and Safety Act and NRH policies
- Mediating disputes that have escalated
- Retaining consultants and negotiate contracts as needed
- Presenting pertinent reports to the Board of Directors as required
- Developing and maintaining effective working regional relationships
- Participating in the strategic planning process as a member of the Senior Management Team.

5. Providing ongoing oversight and frontline activities in Tenant Management for NRH properties, including but not limited to:

- Providing oversight that new tenants are advised of lease/tenancy requirements, policies and programs
- Ensuring that policies are current and applicable
- Ensuring that social issues are addressed in timely and provide crisis interventions in occasional situations

6. Establishing strong partnerships with key public stakeholders, including but not limited to:

- Promoting a positive image of NRH's services and its programs
- Working collaboratively with fire services, municipal and regional staff, community agencies while ensuring that tenant and building concerns are addressed
- Act as a representative of NRH at local and provincial levels as required

7.Overseeing the development of Affordable Housing as assigned, including but not limited to:

- Development of Niagara Regional Housing units secured with federal, provincial or other funding
- Managing the development of new Niagara Regional Housing multi-million dollar housing through the initial design, retention of architect, construction inspections, progress payments, change orders and issue resolution
- Participating in the development committee meetings, providing expert guidance and input on the development in the local community

SUPERVISION

- Direct reports: 3
- Indirect reports: 9
- Titles of Direct Reports: Administrative Assistant, Capital Works Manager, Senior property Administrator

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 # **20307 – Manager Housing Operations**, 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