



## RESIDENT MANAGER

### The Job

The Affordable Housing Societies – one of BC's largest not-for-profit affordable housing providers is seeking an experienced live in Resident Manager for a beautiful property in downtown Vancouver.

**Reporting to the Property Manager**, the Resident Manager works alongside the Non-Resident Building Manager to serve a key role in furthering the organization's goals and objectives and ensuring the Mission to "provide quality, affordable rental homes so that families and individuals can thrive." The Resident Manager serves as the landlord's representative in matters of resident relations and building management at the site. The position functions as the front-line contact for residents to ensure successful tenancies, the safety and well-being of tenants, and the effective operation, maintenance, and repair of the buildings.

### About You:

As a Resident Manager you are a positive, detail oriented and passionate professional who wants your work to have a lasting meaningful impact for individuals and families, through excellent management of the properties and homes in which they live. You have a track record of effective tenant relations, facility maintenance and security, including compliance with municipal and provincial regulations. You espouse the values of integrity, kindness, and compassion, and take seriously the social responsibility of effectively managing the housing of individuals of various backgrounds including many who are highly vulnerable. You understand and are empathetic to the many reasons individuals find themselves in precarious housing situations including trauma, addictions, mental health challenges and the confidentiality that goes along with it.

### Specific Duties & Responsibilities Include:

- Responsible for the rental of vacant suites including interviewing and approving applications for tenancy and completing tenancy agreements
- Manages and enforces the collection of monthly rent contributions
- Answers and determines emergency calls and notifies appropriate authorities
- Maintains strong positive tenant relations by promptly responding to all tenant requests and inquiries, including emergencies outside of regular working hours
- Completes incident and other reports; delivers notices and forms as requested
- Generates work orders for external contractors
- Manages purchases within an authorized spending authority level
- Processes tenant move-outs by completing move-out inspections and receiving keys or security cards; Facilitates the work required to restore the suite to a good and clean condition
- Performs unit inspections and assists with annual inspections
- Maintains order and appearance of the common and public areas including vacant units; Clears all interior commons areas daily; keeps grounds, sidewalks, roadways, and garbage disposal areas clean and free of litter; maintains the integrity and compliance of recycling programs
- Performs minor maintenance duties throughout the site
- Other related duties as required

### Knowledge, Skills, and Abilities:

- Strong knowledge of building structures and systems and an ability to recognize and address deficiencies
- Demonstrated knowledge of the Residential Tenancy Act
- Good organizational, problem-solving skills
- Good written and oral communication, interpersonal and relationship building skills
- Computer skills including MS Word is considered an asset

### Education, Experience, and Qualifications:

- Secondary School Diploma
- Minimum one year of experience as a residential rental building manager
- Or an equivalent combination of education and experience

### Mandatory Job Requirements:

- Valid driver's license (Class 5) and reliable vehicle
- Successfully pass a Criminal Records Search

We offer a competitive salary, health, and wellness benefits, RRSP contributions, and excellent work-life balance.

**\*\*Note: This position has a *live-in requirement* and comes with a smoke-free, pet-free one bedroom apartment.\*\***

If this sounds like you then please email your Resume with Cover Letter to [jobs@affordablehousingsocieties.ca](mailto:jobs@affordablehousingsocieties.ca) explaining why you are the right fit for our organization quoting competition number **22-08-Resident Manager** in the subject line. Deadline for submissions has been extended and will remain open until it is filled.

*While we appreciate all applicants, only those selected for an interview will be contacted.*