

13061-Housing Assistant

At S.U.C.C.E.S.S., you will be able to grow and develop alongside a diverse team of professionals and enjoy great benefits and perks. Experience what it is like to join a purpose-driven organization and make meaningful contributions to our community. Explore our amazing new opportunities.

Division: Community Real Estate & Asset Management

Program: Affordable Housing-Multiple Locations

Employment Type: Temporary Part-time (21 Hours) (May 15 2024- December 20 2024)

Reports to: Housing Services Manager

Job Summary:

To assist the Housing Team, maintain an efficient and effective Housing Services Office for a portfolio of affordable rental buildings. This position will assist in the overall administration and operation of both tenant services and facility maintenance.

Key Duties and Responsibilities:

- Performs reception and administrative duties such as answering calls, corresponding to email and in-person walk-ins, preparing meeting agendas and taking minutes
- Provides administrative and clerical support for Housing Services and Facility Maintenance (e.g.: preparation and distribution of notices/correspondences to tenants, preparing documents, organizing and updating tenants' information, records and files in provided software and physical files, income verification and annual rent reviews)
- Coordinates tenancy items such as tenant wait lists, tenant applications, tenant selections, reference and credit checks, interviewing of prospective tenants, showing vacant suites, preparing and signing of tenancy agreements, explaining rules and regulations, tenant move-ins and move-outs
- Collects tenants' rent and security deposits, while maintaining the accuracy of tenant financial information and rent payable
- Orders office, maintenance and unit supplies
- Maintains and retains maintenance records, purchase orders, expense reports, billing for residential suites, common areas and other legal requirements
- Prepares Maintenance Reports, Financial Reports and Maintenance Schedules
- Controls and maintains key system and record for the property
- Prepares documents for arbitration and RTA hearings and attends as required
- Performs other related duties as assigned by the Housing Services Manager

Education, Training and Experience:

- Post-secondary education
- Minimum three years' experience working in a team and office setting

- Experience working in customer relations; preferably housing and tenant relations
- Knowledge of repairs and maintenance
- Knowledge of personal computers and business-based software programs
- Knowledge of the Residential Tenancy Act and other related legislations and regulations
- Knowledge of the BC Strata Property Act
- Knowledge of BC Housing Management Commission housing programs

Job Skills and Abilities:

- Ability to establish and maintain professional relationship with tenants, staff and visitors
- Ability to work under pressure and stay calm on stressful situations
- Ability to be flexible and adapt to change and shifting of priorities
- Ability to handle and manage private and confidential information
- Ability to take initiative
- Ability to prevent and respond to problems on a timely manner
- Ability to work independently and part of a team
- Excellent communication and problem-solving skills to handle tenant complaints and difficult conflict situations
- Excellent verbal and written communication skills
- Excellent emotional management skills
- Excellent interpersonal skills
- Excellent conflict resolution skills
- Excellent time management and organizational skills
- Excellent MS Office suite skills

Additional Information:

- Criminal Record Check Required
- Able to work during evenings and/or weekends

About S.U.C.C.E.S.S.:

S.U.C.C.E.S.S. is a multicultural social services agency and registered charity located on the unceded Coast Salish lands of the x̱məθḵəy̱əm (Musqueam), Sḵw̱x̱w̱ú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations, S.U.C.C.E.S.S. has been helping Canadians and newcomers to achieve their full potential on their Canadian journey since 1973. We are one of the largest social service agencies in Canada, with offices in BC, Ontario and internationally/abroad. We offer programs and services in the areas of immigration, newcomer settlement, English-language training, employment and entrepreneurship, family, youth and seniors programming, health education, community development, affordable housing and seniors care.

S.U.C.C.E.S.S. is an equal opportunity employer. We are dedicated to building an inclusive environment that embraces diversity of thought, backgrounds and experiences. We are committed to the equitable treatment of all individuals and will continue to embed diversity and inclusion principles within our policies, procedures, services, and activities.

Interested candidates please apply by 11:59pm by May 29 2024 @<https://successbc.bamboohr.com/careers/550?source=aWQ9Mjg%3D>

We appreciate all applications, only those selected for an interview will be contacted.