

POSTING

PROPERTY PORTFOLIO ASSISTANT

Permanent Full Time (35 hours per week)

Ted Kuhn Towers

The Property Portfolio Assistant is responsible for processing documentation such as tenant move-outs, building inspections, Declarations of Income and Assets, pet registration, tenant chargebacks, and accounts payable invoices. The position performs property portfolio and property maintenance support functions, provides direct face-to-face and telephone-based customer service to visitors and clients, processes leave management documentation, maintains various databases and current tenant files, and provides general operational support. Positions are located in different work centres. The full range of duties may not be performed at all times, as incumbents will be assigned in accordance with operational requirements. However, incumbents can expect to rotate through all functions and are required to be knowledgeable of all duties.

KEY DUTIES AND RESPONSIBILITIES

- **Provides general operational support:**
 - Files all tenant and building documentation and records.
 - Books sign-up appointments for new tenants and creates sign-up packages.
 - Enters data into spreadsheets/data bases and generates reports.
 - Word processes and prepares a wide variety of general correspondence, forms and packages in a timely and accurate manner.
 - Tracks inventory and orders office supplies and forms.
 - Manages and maintains the petty cash float.
 - Identifies opportunities to reassess and modify standard procedures to improve efficiency and outcomes.
 - Processes tenant move-out files to send to the Records Information Centre.
- **Provides property portfolio support:**
 - Processes routine Declaration of Income and Assets (DIA) containing verifiable income sources; returns incomplete and/or incorrect DIAs; tracks the receipt of correct information and follows up with letters, phone calls or emails as required; updates program database as required.
 - Acts as the primary point of contact for the Ministry regarding tenant rent contribution payments and Income Assistance.
 - Reviews and processes chargebacks for current tenants and move-outs.
- **Processes accounts payable invoices:**
 - Reconciles and verifies invoice accuracy to purchasing documents.
 - Verifies goods and services received and prepares documentation for approval ensuring correct coding per budget.

NOTE: Applicants not selected for an interview will not necessarily be notified.

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- Ensures timely payment of utility accounts and invoices.
 - Maintains computer and manual records, and updates applicable databases and spreadsheets.
 - Resolves GST issues.
 - Responds to supplier/contractor inquiries regarding payments; follows up with backorders, invoicing and problematic suppliers.
 - Coordinates information for caretakers, prepares master orders.
 - Acts as liaison between tenant and service contractor.
- **Provides direct customer service:**
 - Ascertains nature of enquiries from a variety of callers and visitors including members of the public, applicants, tenants, housing providers, government agencies and community representatives and provides the appropriate information directly to the individual or refers the individual to the appropriate department or employee.
 - Collects, deposits and balances rents and other daily payments, ensuring secure handling of the cheques and the assigned float; performs daily float reconciliations as outlined in the Financial Services guideline.
 - Makes referrals for the more unusual or complex enquiries, including to internal and external resources where appropriate.
 - Manages a wide variety of situations in serving clients with a range of physical, behavioural and social issues.

QUALIFICATIONS

Education, Training, and Experience:

- Minimum of two years varied clerical experience in related office administration, including contact with diverse members of the public; and/or equivalent combination of education, training and experience suitable to the employer.
- Experience working in a social services field.
- Experience working with vulnerable populations.

Job Skills and Abilities:

- **Core Competencies:**
 - Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
- Sound practical knowledge of the rules, practices and procedures of office and program administration.
- Sound practical knowledge of Windows based programs including Word and Excel.
- Ability to understand various management systems.
- Ability to interpret and understand financial documents received from tenants.
- Good verbal and written communications skills.
- Excellent interpersonal skills, with good conflict resolution skills.
- Ability to demonstrate patience and tolerance and exercise tact, diplomacy and good judgment when dealing with a variety of clients, including those of diverse cultural, educational and socio-economic backgrounds and those with difficult behavioural issues.

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- Ability to prioritize, multi-task and process a large volume of work in a fast-paced environment with a high degree of accuracy while meeting prescribed deadlines.
- Ability to type 50 wpm.
- Ability and interest in taking initiative, being flexible, adapting to change and contributing in a team environment.
- Ability to assess and respond quickly and effectively to an incident and/or crisis.
- Demonstrated ability to work with a diverse client base and with people who may have experienced abuse, poverty, grief and loss, oppression, violence, mental health challenges, and/or addiction issues, and/or those who may be living with HIV/AIDS or other life-limiting or life-threatening conditions.
- Crisis Line experience an asset.

* An eligibility list will be maintained for up to 6 months.

CLOSING DATE: Resumes will be reviewed starting [June 26, 2019] but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Divender Rai, Program Manager
Options Community Services Society
Email: tk.employment@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21358] and outlining your qualifications and related experience for the position.

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