



Housing Services Coordinator (13588)

Closing date: July 31, 2026

URL: <https://successbc.bamboohr.com/careers/1010>

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 and Asset Management

Program: Affordable Housing - Solheim Place (Vancouver)

Employment Type: Permanent Full-Time (35 hours per week)

Number of Positions: 1

Compensation: \$29.83 per hour

About the Position:

The Housing Services Coordinator is responsible for the provision of direct housing services to the tenants, tenant relations and tenant support services/programs, and the overall operations of the property.

Reports to: Housing Services Manager

Key Duties and Responsibilities:

Health and Safety:

- Monitors safety in the working and living environment
- Responds to the resident, client and tenant safety issues
- Responds to and reports all hazards, near miss and incidents
- Performs investigations to incidents and makes recommendations accordingly

Property Management:

- Performs property management matters with emphasis on tenant needs and overall administration of the facility in collaboration with the Housing Services Manager
- Ensures the housing project is in compliance with Operating Agreements, the Residential Tenancy Act, Strata Property Act, BC Housing Management Commission regulations (if applicable) and other legislations and regulations



- Works closely with Housing and Facility Maintenance Manager to ensure facilities are properly maintained in accordance with property maintenance and repair plans
- Communicates maintenance and repair issues as they arise
- Conducts move in/out suite inspections and coordinate repairs/maintenance with maintenance team as necessary

Tenancy Management:

- Market the housing project, ensuring that it's properly tenanted according to pre-determined occupancy goals, minimizing vacancy loss
- Recruits, confirms eligibility, interviews, signs and explains tenancy agreements with new tenants in collaboration with Tenant Relations Coordinator
- Prepares notices and communications to tenants
- Calculates tenant deposits and refunds
- Manages all RTB matters
- Plans, coordinates and monitors programs and services that meet the needs of target groups of the tenant population
- Identifies the needs of the tenant population through procedures such as needs assessment, focus group discussions, and communication meetings in consultation with Tenant Relations Coordinator, the Tenant Council or Committee (if applicable)
- Develops monthly events calendar and informational flyers for programs and events as necessary with Tenant Relations Coordinator
- Establishes and encourages a Tenant Council, and facilitates and attends meetings as staff representative with Tenant Relations Coordinator
- Arranges new tenant orientation and connects them to available services/programs, and respond to related enquiries
- Supervises the use and booking process of amenity rooms

Financial Management:

- Prepares annual operating budgets and ensures expenditure controls to maintain budget in collaboration with Housing and Facility Maintenance Manager
- Follows up on tenant arrears (collection, notices, eviction)
- Reviews invoices and payments, including entering in software, coding of expenses and requesting and completing purchase orders
- Prepares bank reconciliation
- Monitors and verifies subsidy payments from BC Housing and/or other government agencies and report discrepancies
- Prepares monthly property report (including financials and operations) submitted to Housing Services Manager

General Responsibilities:



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- Maintains good communication and relationships with other service providers and external agencies for referrals and service collaboration
- Liases with external agencies (Fire, Police, Health) as well as nearby strata's with Reciprocal Easement Agreements, and other government agencies as required
- Attends meetings and performs other related duties as required by the position

Education, Training and Experience:

- Professional designation in Property Management, Facilities Management or Social Services an asset
- Other related professional designation may be considered
- Experience in Property Management
- Knowledge of the Residential Tenancy Act, Strata Act and related legislations in regulations
- Knowledge and experience with affordable housing geared towards low and moderate-income families of diverse backgrounds
- Knowledge of BC Housing Management Commission programs
- Knowledge with Computer and Business software programs
- Knowledge of YARDI an asset

Job Skills and Abilities:

- Excellent verbal and written communication skills
- Ability to take initiative with excellent problem-solving skills
- Ability to prevent and respond to problems on a timely manner
- Ability to work independently and part of a team
- Excellent interpersonal skills
- Excellent conflict resolution skills
- Excellent emotional management skills
- Ability to work under well pressure and stay calm on stressful situations
- Ability to be flexible and adapt to change and shifting of priorities
- Excellent MS Office suite skills

Additional Information:

- Clear Criminal Record Check
- Required to respond to emergencies during and after office hours





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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 xʷməθkʷəy̓əm (Musqueam), Sk̓wxwú7mesh (Squamish), and Səlíl̓wətaʔ/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.

At S.U.C.C.E.S.S., we take care of our communities and our people!

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 applicants should submit their applications to Dominic Fung, at dominic.fung@success.bc.ca, by 11:59pm on July 31, 2026

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

