

Metro Vancouver

Position Description: Housing Dispatcher (G422)

June 2009

Purpose: Reporting to the Superintendent of Maintenance & Operations, the Housing Dispatcher is authorized to contract goods and services for the entire MVHC portfolio plus residential housing in Metro Vancouver Parks, GVWD houses and GVS&DD houses. This position is responsible for evaluating all maintenance requests received from field staff and allocating the appropriate resources and services to address the requests.

Duties: *(The duties described hereunder are intended to be representative of the position and are not to be considered as all inclusive.)*

Contracts on behalf of the MVHC for Standing Offer Agreements (SOA) and non SOA contractors as per the limits set by the Metro Vancouver Finance Department.

Produces MVHC Purchase Orders for external contractors in accordance with Corporate Policies & Procedures.

Produces Work Orders.

Assesses maintenance requests to determine if the work should be allocated to operations staff, contractor, or technical staff for further investigation.

Assigns work to appropriate resources.

Assesses after-hours emergency maintenance calls and authorizes repair work required.

Schedules all regular maintenance inspections (fire, generators, sewage/water lines etc) required. Responsible to ensure that all deficiencies are corrected in a timely manner.

Reviews asbestos inventory and provide available asbestos information to contractors related to the work being performed.

Prepares Purchasing Requisitions for services that fall outside contracting limits.

Reviews invoices for reasonableness, compares to confirmations received from staff, ensures that they are consistent with established contract terms, and approves invoices for payment.

Evaluates established operational procedures and provides suggestions for review.

Maintains records and documents related to maintenance (including asset management records).

Provides management with information on day to day maintenance issues which require more extensive assessments.

Establishes and maintains effective working relationships with a variety of internal and external agencies and personnel.

Participates in meetings as required.

Requirements:

Sound working knowledge of agreements and contracts between contractors and the MVHC.

Working knowledge of contractual law.

Working knowledge of the Residential Tenancy Act.

Considerable knowledge property maintenance procedures and practices.

Demonstrated ability to independently and proactively manage and prioritize a high volume of maintenance requests and to process these requests in an efficient, timely and cost effective manner in a fast paced operational environment.

Demonstrated working knowledge of business practices and procedures in accounts receivable, accounts payable and contract purchasing.

Proficient in relevant property and maintenance systems and other related computer software.

Strong communication skills – both written and verbal.

Ability to deal with situations which require sensitivity and good customer service skills.

Demonstrate a willingness and ability to undertake additional training relating to the duties of the position.

Grade 12 supplemented by business or purchasing courses plus 5 years related experience in property management and property maintenance field (an equivalent combination of education and experience may be considered).

Valid BC Driver's License.