

December 18, 1997

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HOUSING OPERATIONS ASSISTANT

NATURE AND SCOPE

Under the direction of the Area Manager, the Housing Operations Assistant provides operational and administrative support to the Area Manager and other property staff. The incumbent is a resource to field caretaking staff, promotes co-operation, teamwork and provides effective communications in support of the operations of the properties.

TYPICAL DUTIES

Provides operational support to the Area Manager and property staff by responding to complaints and inquiries from tenants.

Prepares, issues and authorizes purchase orders for routine maintenance, service calls, materials and supplies etc. Expedites responses for repairs and maintenance of units.

Maintains and monitors records for the operation and management of properties including: rent collection, project operational expenses, inventories of equipment, supplies, furniture, unit repair and maintenance histories and general records.

Co-ordinates the processing and approval for payment of invoices and billings from contractors, suppliers and services for the operation of the housing projects.

Prepares correspondence, standard reports and analysis on property operations.

May co-ordinate the showing of units to prospective tenants, receive rental applications, perform past residence and income checks, evaluate the data and recommend the acceptance/rejection of prospective tenants in accordance with GVHC policies.

May prepare tenancy agreements for new tenants, process rent and tenancy changes or terminations and initiate necessary follow ups for these actions.

May collect rents, resolve rental non payment issues, initiate procedures to recover delinquent rents.

Performs such other related duties as may be assigned.

KNOWLEDGE SKILLS AND ABILITIES

Ability to communicate effectively, both in writing and verbally, and to deal efficiently and courteously with staff, tenants and the general public.

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Ability to draft correspondence or brief reports of a moderately complex nature.

Ability to operate a PC in a Windows environment for word processing, spread sheet preparation and record keeping.

Ability to understand and carry out complex verbal and written instructions.

Ability to handle and process a large volume of business activities and transactions; and the skills to perform the work quickly and accurately.

Knowledge of business english, spelling and punctuation.

Knowledge of applicable laws, rules and regulations relating to provincial legislation for property management and landlord tenant relations.

Knowledge of basic business practices and procedures in accounts receivable, accounts payable and contract purchasing.

EDUCATION AND EXPERIENCE

Grade 12 supplemented by business or administrative commercial courses.

A minimum of 3 to 5 years of progressively responsible work experience, preferably in a property management operation or environment.

Bondable and possesses a valid BC driver's license.