

December 18, 1997

PROPERTY ASSISTANT

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NATURE AND SCOPE

Under the direction of the Area Manager or their designate the Property Assistant is responsible for providing a wide range of direct and indirect services for the operation and management of an assigned portfolio of the Corporations properties. The incumbent will be responsible for maintaining and enhancing a positive community relations environment between the tenants of the corporation, the caretakers, the applicants for housing, and the community associations, agencies and corporations providing services to the properties. The position is responsible for administering and implementing the corporation's policies and procedures within the portfolio of properties assigned.

DUTIES AND RESPONSIBILITIES

Responsible for the marketing and rental of units in an assigned portfolio including executing tenancy agreements, processing of applications from prospective tenants, reviewing and determining eligibility and counselling applicants and tenants on GVHC policies and procedures.

Administer tenant move out procedures, re-rental of vacant units and approve tenant transfer request.

Responsible for rental collections, control of rental arrears, and collection of delinquent accounts by recommending re-payment plans or initiating legal action where necessary.

Investigates and responds to tenant complaints regarding inappropriate social behaviour in violation of tenancy agreements by reviewing and enforcing tenancy agreements, relevant GVHC policies and legislated requirements as set out in the Residential Tenancy Act.

The Property Assistant is expected to attempt to facilitate resolution of tenant complaints, conflicts and problems. This may include making referrals to tenant relations and/or other social service or support agencies etc. Responsible for maintaining complete documentation for all aspects of this process.

Responsible for representing the Corporation at hearings at the Residential Tenancy Branch including preparation and serving of termination notices, orders of possession, etc., including the preparation of evidence and documentation of tenant behaviour and complaints, and including responsibility for following up on the decisions of the Residential Tenancy Branch.

Responsible for annual unit and routine property inspections to identify required maintenance and to provide information for maintenance budget planning, including preliminary cost estimating.

To provide supervision and direction to Caretakers and other staff or trades, including inspections and approval of contracts on work performed.

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Accountable for preparation of all documentation pertaining to small contracts and services including invitations to bid, progress inspections and approvals for payment.

Responsible for operating and maintenance expenditures in relation to approved budgets.

May be required to act in the Property Supervisors position in their absence.

Such other related duties as may be assigned.

### **KNOWLEDGE SKILLS AND ABILITIES**

Ability to communicate effectively both in writing and verbally in a socially sensitive manner, and to deal effectively and courteously with staff, tenants and members of the public.

Ability to author reports as required on operational issues and financial aspects of property management.

Ability to operate a PC in a Windows environment with emphasis on preparation of spread sheets.

Ability to investigate and evaluate tenant problems or complaints and to determine and recommend appropriate course of action relevant to good tenant relations practices and corporate policies, etc.

Extensive knowledge of the Residential Tenancy Act; an understanding of the Commercial Tenancy Act and other related municipal or Provincial legislation pertaining to property and tenant management.

A basic knowledge of construction and maintenance as it relates to residential property management.

Knowledge of business english, spelling and punctuation.

Knowledge of basic practices in accounts receivable, collections and contract purchasing.

### **EDUCATION AND EXPERIENCE**

Grade 12 graduation supplemented by formal training in property management/maintenance and an acceptable level of computer proficiency.

A minimum of 5 years work experience in a property management environment.

Incumbent will be encouraged to improve skills and abilities through participation in a program of continuing education - maintenance, construction and/or recognized approved Property Management programs.

Bondable with a valid B.C. Driver's license.