

# Hiyám ta Skwxwú7mesh Housing Society

## PROPERTY MANAGER (full time)

Location: North Vancouver and Squamish, British Columbia

### Background

Hiyam Housing Society is an incorporated non-profit Society, newly formed by the Squamish Nation Council as part of its strategic priority to house every Squamish member within a generation. Our mandate is to provide and build affordable housing for low-to-moderate income families with a priority.

The Squamish Nation has occupied and governed the territory since beyond recorded history. The Squamish Nation's culture is rich and resilient. We continue to practice our customs and traditions, which are strongly interconnected with our traditional territory. Together with our lands, our customs and traditions are the foundations of who we are as Skwxwú7mesh.

### General Purpose

With the growth of our housing developments, we are looking for an experienced Property Manager who will report to the CEO of Hiyam Housing Society, to join the team based on in North Vancouver and Squamish BC. To do this role effectively you should be able to support our Society in managing daily and general property management duties, have well developed communication skills and have experience in non-profit housing management and development.

### Key Responsibilities and Duties

- Delivering consistent quality of services to tenants and stakeholders.
- Budgeting costs, analyzing property financials and capital projects.
- Supervising and providing direction, and guidance to site staff and other team members as required.
- Responsible for ensuring optimal cash flow by setting a date for rent collection and strictly enforcing late penalties.
- Fill vacancies when needed, manage waitlist and oversee property management systems.
- Advertise, show units and meet with potential tenants.
- Over see the screening tenants and waitlist as they apply for housing and checking references, income verification and/or proof of employment.
- Responsible for keeping the properties in a safe and habitable condition.
- Oversee staff that perform routine maintenance such as, landscaping, pest removal and trash removal or hire someone to perform these tasks on a regular basis.
- Know the legal processes for screening a tenant, handling security deposits, terminating leases, eviction, safety compliance, and residential tenancy act.
- Have an in-depth understanding of the landlord-tenant laws and be able to carry out their responsibilities in the way these laws dictate.
- Supervisor of day-to-day activities, responsible for maintaining the budget for the building and keeping detailed records.
- Set and oversee operational, maintenance and capital budgets for the buildings.

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- Supervise building improvements, order repairs and maintain reserve fund.
- Direct over records of the functioning of the property. Including all income and expenses and records of complaints, repairs, leases, maintenance requests, and insurance costs.
- Oversee security issues, tenant disputes and resolutions.
- Managing renovation and maintenance of projects, including negotiating with contractors, and ensuring compliance with bylaws and Nation policies.
- Attend housing development meetings and assist with getting new buildings up and running.
- Establish housing and tenant policies and procedures, forms and agreements as required.
- Create housing programs to train new staff and educate tenants.
- Work with the Squamish Nation Departments staff and Hiyam Housing Board, when necessary.
- Oversee the Squamish Nation home ownership mortgage program delivery.
- Keep informed on the sector and attend non-profit housing conferences and workshops.
- Other property management duties, as required by the CEO.

## Qualifications and Skills

- Minimum 5 years property management experience.
- Working knowledge of Commercial and Residential Lease Agreements.
- Demonstrating a high level of professionalism and ethical conduct, building positive relationships with a diverse range of people.
- Highly effective communicating clearly and concisely both in verbal and written forms.
- Strong aptitude for problem solving accountability, planning, and prioritizing.
- Displaying strong track record of success in dealing with property operations, working alongside a multi-disciplinary team, and balancing multiple scopes concurrently.
- Ability to deal with non-routine situations in a calm yet decisive manner.
- Capacity to work in a self-directed manner, to take initiative and be flexible.
- Comfortable working with a vulnerable at-risk population.
- Ability to maintain confidentiality of all matters related to staff, participants and the agency.
- Establish a positive working relationship with others both internally, externally and in a team environment.
- Ability to communicate effectively with co-workers, community agencies, funders, CEO and the Board of Directors to support a strong culture of collaboration and accountability.

## Education and Experience

- Completion of bachelor's degree, preferably Bachelor of Commerce, Real Estate (or Urban Land)
- Valid Rental Property Management license or Certificate under the Real Estate Council of BC.
- Previous property management experience in the non-profit social housing sector preferred.
- Excellent computer skills.
- Valid Drivers License.
- Experience working with, Indigenous people, organization or, community preferred.

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## Salary and Benefits

As well as a competitive base salary dependent on the number of years of experience, we also offer corporate benefits.

- A generous compensation package which includes extended health and dental benefits and a superb pension plan.
- Access to professional development funds and opportunities for career development.

Your cover letter and resume should be submitted as one document in your profile when applying for this position. Please add your cover letter to your resume and submit both documents as your resume.

Submit to [info@hiyamhousing.com](mailto:info@hiyamhousing.com)

CLOSES: November 1st, 2020