



Position Title: Housing Dispatcher

Position Status: Full-Time Temporary (This position to last not later than December 31, 2020)

Department: Regional Planning & Housing Services

Employee Group: GVRDEU

Location: 4730 Kingsway, Burnaby

Salary Range/ Wage Rate: \$2,422.40 bi-weekly plus 6.25% deferred compensation

Our Regional Planning & Housing Services Department is seeking a Housing Dispatcher who will create and track Purchase Orders in a customized computer program, servicing 49 multi-unit housing sites.

You are: detail oriented, a quick learner and have the ability to effectively interact and provide service to work groups within a nonprofit housing environment.

This role: *(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.

To be successful, you have:

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).

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.

Valid BC Driver's License.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

Please follow this link <http://www.metrovancouver.org/about/careers/> to our Careers page where you can submit your application by November 6, 2020.