



Position Title: Manager Tenant Services

Position Status: Full-Time Regular

Department: Regional Planning & Housing Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Our Regional Planning & Housing Services Department is seeking a Manager Tenant Services who will support the fast-paced, innovative work of Metro Vancouver Housing's Operations team. This position will support Metro Vancouver Housing Corporation (MVHC) to advance its vision to build inclusive, engaged communities and be the non-market housing provider of choice. This position will involve overseeing tenant relations, including tenant engagement and programs, issues management, communications, and tenant relocation associated with redevelopment. Relationship building will be a key part of this position to build and strengthen partnerships to enhance existing tenant programs and services and bring in new and exciting programs to enhance tenants' well-being and sense of belonging.

You are: an experienced professional with excellent interpersonal and conflict resolution skills and experience dealing with individuals from diverse backgrounds and abilities. You have demonstrated de-escalation responses to conflict, ability to make difficult decisions in a fair and consistent manner, and ability to deal with sensitive issues with diplomacy and tact. You are self-motivated leader and can manage competing deadlines in a fast-paced environment while leading a team with strong coaching and mentoring skills.

The Manager Tenant Services reports to the Division Manager of Housing Operations and falls within our Professional / Technical, Level 3A job family.

This role:

- Provides strategic leadership in the provision of tenant relations programs and services in support of community building and expansion projects for Metro Vancouver Housing. Develops value added programs for tenants, such as financial literacy, tenancy basics, skills training and scholarships. Builds and maintains strong relationships with various community, non-profit and government agencies to form partnerships to advance tenant programs in our housing communities.
- Responsible for tenant feedback management; establishes processes and procedures for tenants to provide feedback and works to resolve concerns and complaints. Acts as an expert resource and provides best practice guidance and support to staff involved in tenant management and conflict resolution. Applies Metro Vancouver Housing policies and protocol while working as an unbiased liaison between staff, tenants and applicants.

Demonstrates a consistent approach to problem solving tenant issues and concerns, while taking into account the unique and varied circumstances of each case. Works to de-escalate issues and avoid unnecessary litigation.

- Oversees the implementation of Tenant Relocation and Tenant Engagement programs for housing redevelopment projects. Collaborates with Housing Planning and Policy project teams on Tenant Relocation Planning; provides strategic oversight and direction for tenant relocation by the Tenant Programs and Services team. Leads major communications efforts with tenants throughout the relocation process and supports tenant engagement regarding redevelopment. Supports community engagement initiatives at redevelopment sites in collaboration with the Planning team.
- Accountable for Tenant Relations budget preparation, reporting and resource allocation. Monitors and controls spending ensuring the effective and efficient expenditure of allocated funds within an approved budget. Works closely with the Division Manager to determine overall priorities and contributes to the preparation of long range strategic and financial plans of the division and department.
- Leads the development of policies and procedures for tenant issues management; works in collaboration with Area Managers, as well as Housing Planning and Legal as required, to review, update and create transparent tenant policies and procedures to ensure that complaints are handled in a fair and consistent manner.
- Responsible for tenant communications and publications; ensures tenant communications are in line with the Metro Vancouver Housing vision.
- Hires, manages and supervises staff. Monitors team and individual performance towards division, department and corporate objectives. Ensures staff adhere to corporate workplace conduct policies. Leads, coaches and mentors staff; determines developmental requirements; provides ongoing and timely feedback; and supports the resolution of technical and interpersonal issues staff encounter while doing their work.
- Performs other related duties as required.

To be successful, you have:

- University degree in a relevant field such as communications, sociology or psychology supplemented by courses and experience in public engagement and conflict management. 7 years of recent, related experience; or an equivalent combination of training and experience.
- Considerable knowledge of relevant legislation such as the Residential Tenancy Act, Human Rights Code and related regulations particularly as they relate to the social housing sector and tenancy. Demonstrated ability to interpret and apply legislation and policies for both routine and unique circumstances.
- Demonstrated conflict resolution skills; ability to use leadership and collaboration to resolve challenging issues and effectively deal with disagreements to prevent the escalation of conflict.
- Sound technical expertise and demonstrated ability to support in the creation and implementation of effective tenant engagement programs for redevelopment projects with diverse community impacts and sometimes high profile interest and opposition.
- Superior oral and written communication skills, including the ability to effectively listen, persuade others, and resolve complex problems using a high degree of independent judgment. Superior business writing and plain language writing skills including the ability to write memos, newsletters and reports. Exceptional attention to detail and demonstrates flexibility to adjust to changing circumstances.
- Ability to work under broad direction and use significant independent judgment to interpret policies and determine appropriate methodologies for situations where more than one option is possible.

- Ability to build and maintain effective working relationships with internal and external stakeholders under circumstances that may be highly sensitive or adversarial. Demonstrated skill in dealing openly, tactfully and sensitively in a variety of situations.
- Strong working knowledge of budgeting and financial management.
- Ability to meet timelines and objectives requiring persistence to overcome obstacles.
- Demonstrated supervisory skills including the ability to mentor, coach and guide direct reports.
- Proficiency using Microsoft office programs, including Word, Excel, Outlook and PowerPoint.
- Valid BC Class 5 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.

We are committed to diversity, equity and inclusion and being representative of the region we serve. We invite all qualified candidates to apply including Indigenous People, visible minorities, immigrants, LGBTQ2S+, all genders and persons with disabilities.

Metro Vancouver requires all new hires to be fully vaccinated against COVID-19 (subject to any exemptions and accommodations) and provide proof of vaccination upon hire. *Please follow this link <http://www.metrovancouver.org/about/careers/> to our Careers page where you can submit your application by September 14, 2022.*