



Position Title: Supervisor Tenant Accounts

Position Status: Full-Time Temporary (This position to last not later than May 5, 2025)

Department: Regional Planning & Housing Services

Employee Group: Teamsters Local 31

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: PG T21 \$2,724.55 - \$3,205.95 bi-weekly

Our Regional Planning & Housing Services Department is seeking a Supervisor Tenant Accounts who will supervise a team of Tenant Account Clerks, providing day-to-day guidance, process alignment, team training and support. The Supervisor works closely with the Supervisor Rental Assistance and Area Managers to meet financial deadlines and operational needs.

You are: A strong communicator demonstrating supervisory experience and effective people management skills. You are a critical thinker with a keen eye for detail and an ability to solve problems. You like working as part of a team bringing and listening to new ideas to a collaborative group.

This role:

- Plans, assigns, supervises and reviews the work of subordinates engaged in clerical work related to the maintenance of tenant accounts and the processing of related accounts receivable for the Metro Vancouver Housing Corporation; provides training to subordinates on matters related to the work.
- Reviews security deposit release cheque requisitions for policy compliance; reviews and approves direct debit account changes for tenant bank accounts and vacant suite hydro charges; identifies high hydro charges and follows up with area managers on same.
- Reviews and balances direct debit files; reviews transmission reports, follows up on errors and ensures necessary corrections are effected; schedules monthly processing dates for direct debits to ensure compliance with bank deadlines; downloads and edits returned payment reports and transmits to appropriate staff.
- Performs various month-end close-out activities, including accounts receivable, payables and general ledger; completes general ledger transfer and follows up with Finance to ensure accurate transmission; completes various reconciliations, such as deposit, bank and general ledger to sub-ledger.
- Coordinates annual rental increases, ensuring that changes conform to operating agreements; reviews existing rates in relation to current market conditions and recommends appropriate adjustments in order to maximize

rent revenues; processes monthly rent increases and ensures that notifications are provided in accordance with statutory deadlines.

- Monitors collection activities and reports concerns to a superior; reviews accounts receivable balances by area, identifies arrears and on-going actions, and investigates credits for possible system errors; reviews uncollected accounts for former tenants and determines appropriate course of action based on policy, individual circumstances, and information provided by area managers.
- Recommends changes to policies and procedures to improve the efficiency and effectiveness of collections and related areas; develops and updates procedures manuals; provides support and assistance to a superior on various matters related to tenant accounts.
- Coordinates with a variety of internal and external contacts on matters related to the work, provides information and assistance, and responds to questions and complaints from tenants.
- Serves as primary user resource in troubleshooting system issues for IT; tests patches and upgrades under the direction of IT staff.
- Performs related work as required.

To be successful, you have:

- Grade 12 supplemented by completion of a one-year certificate course in accounting or property management, plus sound related experience, or an equivalent combination of training and experience.
- Considerable knowledge of the methods, policies and procedures related to the maintenance of tenant accounts and the processing of related accounts receivable.
- Considerable knowledge of modern office methods and procedures and business English, spelling and arithmetic.
- Working knowledge of the organization and functions of the department as it relates to the work performed.
- Ability to plan, assign, supervise and check the work of clerical subordinates engaged in maintaining tenant accounts and processing accounts receivable.
- Ability to prepare work schedules, organize work flow, identify problems related to the work, and initiate corrective action.
- Ability to perform complex clerical tasks, and to prepare and maintain manuals, correspondence and records related to the work.
- Ability to deal tactfully and effectively with internal and external contacts and to respond to tenant complaints.
- Ability to work with minimal supervision and to exercise independent judgement in the work.
- Skill in the use of equipment and software used in the work.

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.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by April 17, 2024.