



**The Corporation of the City of Brantford
Housing and Homelessness Services**

requires

Manager of Housing Operations

Job ID# 2114

Situated on the picturesque Grand River, the City of Brantford is a rapidly growing community of over 100,000 residents, located in the heart of Southern Ontario with direct access to Hwy. 403 and is in close proximity to the GTHA, Waterloo and Niagara regions. As a single-tier municipality, Brantford is responsible for the full spectrum of municipal service areas. We invite you to join our #TeamBrantford corporate culture with many progressive initiatives, including our hybrid work environment (within 200 km of the City of Brantford boundary). The City is committed to the professional development of our staff and invite you to come, grow with us!

Reporting to the Director of Housing and Homelessness Services, the Manager of Housing Operations is responsible for the daily operations of municipally owned and managed housing including property management services, participating in the capital asset planning process, and managing service contracts while ensuring compliance with all legislative requirements. The successful incumbent will liaise effectively with elected officials, contractors, tenants, colleagues, and community partners. This position is a member of a small multidisciplinary team that strives for a high quality of customer service delivery. Other responsibilities include:

- Supervise Housing Operations staff. This includes recruitment, selection, hiring, assigning work, teambuilding, determining training and development needs, conducting performance appraisals and determining/recommending disciplinary action, in accordance with collective agreements, City policies and practices, ensuring adherence to appropriate policies and government legislation.
- Recommend housing priorities, targets, work plans, and use of resources.
- Participate in the development of departmental policies and processes by providing analysis of current or proposed policies, directives, and procedures.
- Identify operational issues requiring policy development or procedural change, and implement legislated policy changes.
- Prepare and/or presents submissions to the Director, Social Services Committee, and Council as required.
- Reply to inquiries and complaints regarding social and affordable housing.
- Review, prioritize, and recommend the approval of annual budgets to ensure that the quality of life of tenants and the operational integrity of building systems are optimized.
- Ensure a proper process is in place for internal reviews from tenants.
- Seek out opportunities to plan and work with different sectors and partners to provide efficient services and programs.
- Other duties as assigned.

QUALIFICATIONS

- Successful completion of a university degree in a discipline related to the property management industry (engineering, law, urban land, economics, etc), business administration, accounting, or acceptable related field
- Over Five (5) years of progressively responsible management experience is required
- Accreditation with the Institute of Housing Management (IHM) is an asset
- Demonstrated record of strong leadership and guidance, financial planning, team building, change management and commitment to results
- Municipal management experience is an asset
- Experience in managing staff in a unionized environment

- Excellent knowledge with demonstrated experience in the application of the Housing Services Act, 2011 and Residential Tenancies Act, 2006
- Demonstrated knowledge and experience regarding housing programs and administration
- Expertise in long range community planning demonstrating community engagement expertise and experience in working across organizations to achieve results
- Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills
- Management competencies including results/achievement focus, leadership, financial management, business planning, decision making/judgement, representation and professionalism, and job knowledge
- Computer literacy, utilizing MS Office software applications and familiarity with software programs such as YARDI, JD Edwards, etc. is required
- Excellent oral and written communication skills and research ability
- Demonstrated political acuity and ability to negotiate, mediate, facilitate and present information to varied audiences
- Strong organizational, administrative, management, planning, problem-solving, and decision-making skills
- Proficiency in budget preparation and monitoring
- Ability to work outside regular business hours, as required.
- Ability to travel to off-site locations in a timely and efficient manner, as required
- Possess a valid Class 'G' driver's license in good standing during the course of employment
- Satisfactory Police Vulnerable Sector Check
- IMS 200 Certification or equivalent (ICS 200) is considered an asset. Subject to course availability, certification must be achieved within the first year of employment.

WAGE/SALARY RANGE: \$57.87 to \$72.34 per hour plus benefits.

To apply on-line, please visit the City of Brantford website at <https://careers.brantford.ca/> and click on **Current Opportunities**.

Closing date for applications: **Thursday, June 27, 2024, at 4:30 p.m.**

Information gathered relative to this position will only be used for candidate selection.

We thank each applicant for taking the time and effort to submit your resume, however, only candidates to be interviewed will be contacted.

Our organization is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.