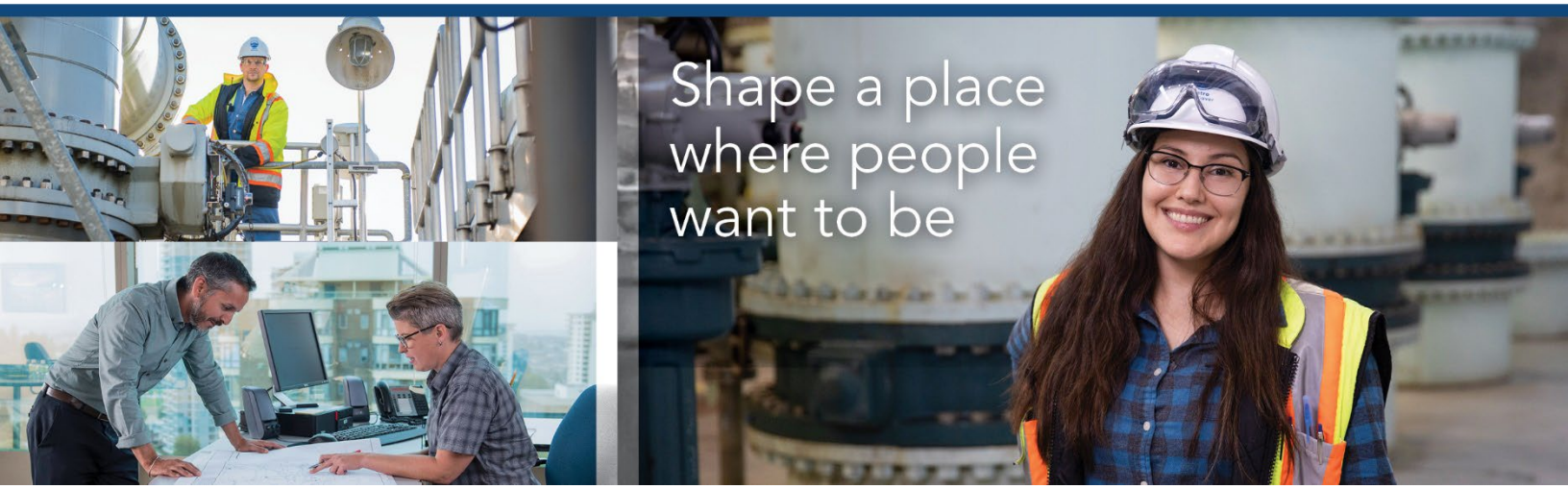
metrovancouver



Position Title: Property Assistant
Position Status: Full-Time Regular
Department: Housing
Employee Group: GVRDEU
Location: Housing – North East Area (Burnaby, Port Moody, Coquitlam, Port Coquitlam, Maple Ridge & Pitt Meadows)
Salary Range/ Wage Rate: $35.28 hourly plus 6.25% deferred compensation (2024 wage rates)
This role receives an additional 6.25% deferred compensation on hours worked. The additional 6.25% can be taken as compensation or time off.

Our Housing Department is seeking a Property Assistant who will work with the NE Area staff to provide affordable rental housing for low and moderate income households in the North East region.

You are: an organized, adaptable and motivated person who enjoys working in a multi-functional team environment. You enjoy working in a busy and supportive office and have a keen eye for detail, a can-do attitude and can demonstrate initiative. You have excellent interpersonal and communication skills and are proficient in the use of Microsoft Office. You are able and willing to drive and work at various sites throughout the NE Area.

This role:

- Responsible for the marketing and rental of units in an assigned portfolio including executing tenancy agreements, processing of applications from prospective tenants, reviewing and determining eligibility and counseling applicants and tenants on GVHC policies and procedures.

- Administer tenant move out procedures, re-rental of vacant units and approve tenant transfer request.

- Responsible for rental collections, control of rental arrears, and collection of delinquent accounts by recommending re-payment plans or initiating legal action where necessary.

- Investigates and responds to tenant complaints regarding inappropriate social behavior in violation of tenancy agreements by reviewing and enforcing tenancy agreements, relevant GVHC policies and legislated requirements as set out in the Residential Tenancy Act.

- The Property Assistant is expected to attempt to facilitate resolution of tenant complaints, conflicts and problems. This may include making referrals to tenant relations and/or other social service or support agencies etc. Responsible for maintaining complete documentation for all aspects of this process.

- Responsible for representing the Corporation at hearings at the Residential Tenancy Branch including preparation and serving of termination notices, orders of possession, etc., including the preparation of evidence and documentation of tenant behavior and complaints, and including responsibility for following up on the decisions of the Residential Tenancy Branch.

- Responsible for annual unit and routine property inspections to identify required maintenance and to provide information for maintenance budget planning, including preliminary cost estimating.

- To provide supervision and direction to Caretakers and other staff or trades, including inspections and approval of contracts on work performed.

- Accountable for preparation of all documentation pertaining to small contracts and services including invitations to bid, progress inspections and approvals for payment.

- Responsible for operating and maintenance expenditures in relation to approved budgets.

- May be required to act in the Property Supervisors position in their absence.

- Such other related duties as may be assigned.

To be successful, you have:

- Grade 12 graduation supplemented by formal training in property management/maintenance and an acceptable level of computer proficiency.

- A minimum of 5 years work experience in a property management environment.

- Incumbent will be encouraged to improve skills and abilities through participation in a program of continuing education - maintenance, construction and/or recognized approved Property Management programs.

- Ability to communicate effectively both in writing and verbally in a socially sensitive manner, and to deal effectively and courteously with staff, tenants and members of the public.

- Ability to author reports as required on operational issues and financial aspects of property management.

- Ability to operate a PC in a Windows environment with emphasis on preparation of spread sheets.

- Ability to investigate and evaluate tenant problems or complaints and to determine and recommend appropriate course of action relevant to good tenant relations practices and corporate polices, etc.

- Extensive knowledge of the Residential Tenancy Act; an understanding of the Commercial Tenancy Act and other related municipal or Provincial legislation pertaining to property and tenant management.

- A basic knowledge of construction and maintenance as it relates to residential property management.

- Knowledge of business English, spelling and punctuation.

- Knowledge of basic practices in accounts receivable, collections and contract purchasing.

- Bondable with a valid B.C. 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.

Metro Vancouver employees proudly serve the region and demonstrate the behaviours and attributes of six leadership competencies: Accountability, Adaptability, Building and Nurturing Relationships, Communication, Continuous Learning, and Strategic Thinking and Action.

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@metrovancouver.org for support. Learn more about our commitments to diversity, equity, and inclusion here.

Please follow this link https://metrovancouver.org/about-us/careers to our Careers page where you can submit your application. This posting is open until filled.