

*The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House*

## JOB OPPORTUNITY

**Job# TNG2021- 253**

<b>POSITION TITLE:</b> Property Manager	<b>STATUS:</b> Regular Full-Time, non-bargaining unit
<b>DEPARTMENT:</b> Housing	<b>CONTRACT DATES:</b> n/a
<b># HRS / WEEK:</b> 35	<b>HOURLY RATE:</b> Commensurate with experience
<b>REPORT TO:</b> Director, Housing	<b>CLOSING DATE:</b> November 29, 2021
<b>POSTING DATE:</b> November 23, 2021	

**GENERAL DESCRIPTION:** The manager is responsible for overseeing the maintenance operations and administration of the Neighbourhood Group's housing portfolio, including, but not limited to supervising the overall general repair and maintenance of building structures, equipment and furnishings; ensuring that units are tenanted in a timely manner with residents who meet applicable criteria; undertaking legal proceedings as necessary; coordinating moves to and from the buildings; preparing reports for City Funder; and developing networks with relevant associations and colleague agencies. In coordination with the Director, Housing and Senior Housing Manager, develop annual budgets and be responsible for the budget for each building. Hours of work are 35 hours of per week. In addition to being part of an on-call rotation that will include evenings, overnights, weekends and statutory holidays as required.

### MAJOR DUTIES:

- Supervise, train, schedule and evaluate applicable staff.
- Oversee to the overall good repair and maintenance of the buildings, including, but not limited to, follow-up on warranties, preventative maintenance, and routine servicing of equipment. Ensure that buildings are clean; in good repair and free of safety hazards
- Be fully conversant with current legal and regulatory requirements, and ensure compliance
- Develop processes to foster effective tenant relations and resolution of issues that may arise in a timely manner
- Select tenants in accordance with applicable criteria, as soon as possible after notification of a vacancy
- Undertake the necessary legal documentation to effect eviction, when necessary
- Coordinate tenant moves, whether into a TNG managed unit, or from such a unit.
- Supervise the collection of rent and the maintenance of documentation following the cities' Rent-Geared-to-Income guidelines
- Responsible for annual rent reviews, including necessary calculations.
- Work with the relevant staff to obtain quotes from qualified contractors, negotiate contracts, and oversee the completed work
- Ensure the maintenance of statistics and tenant files on computer or such other system as required
- Prepare monthly reports for the Director, Housing, and aid in the completion of regular reports for the Board of Directors.
- Respond to emergency situations as they arise, and determine appropriate action; keep the Director, Housing and other relevant staff informed.
- Develop policies and procedures relating to the effective operation of the department, in cooperation with the Director, Housing.

### REQUIREMENTS & QUALIFICATIONS:

- Property Management Certification from an accredited institution, or equivalent.
- Five or more years of professional experience in the field of social housing management.
- Ability to work an on-call rotation on regular basis.
- Supervisory experience preferred.
- Proficiency in computer software, especially MS Office Programs and HM WORXS, and familiarity with keeping information in a database manager.
- Full Knowledge of Housing Services Act, Residential Tenancies Act, and Access to Housing required.
- Ownership of a vehicle and a valid Ontario Driver's License is preferred.
- Excellent communication skills both oral and written
- Ability to maintain confidentiality at all times
- Ability to work well under pressure, use good judgment and problem-solving skills to make decisions in a timely manner
- Fluency in a second language is considered an asset
- Experience supervising in a unionized environment is considered an asset

**For a complete job description please contact Human Resources**

**To apply, submit your resume and cover letter with "TNG2021-253" in the subject line of your email to:**  
**careers@tngcs.org**

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement