

# CITY OF HAMILTON

## CITYHOUSING HAMILTON

(OPERATIONS SECTION - LOCATION – 55 HESS ST. S., 23<sup>rd</sup> FLOOR)

### MANAGER, OPERATIONS

#### SUMMARY OF DUTIES

CityHousing Hamilton provides affordable housing that is safe, well-maintained, cost effective and supports the diverse needs of our many communities. Reporting to the CEO, CityHousing Hamilton, the Manager, Operations manages and administers delivery of property management services for approximately 7,100 units for City Housing Hamilton. This includes property and building administration of rent-g geared-to-income and market-rent apartments, townhouses, single family dwellings, and commercial units. Assumes responsibility for all planning, development and delivery of required and/or legislated services by providing leadership, strategic direction, objectives, program plans and standards.

Establishes and manages budget, human resources, quality assurance, revenue generation, Alternative Service Delivery Models and fee-for-service models.

#### GENERAL DUTIES

Responsible for the supervision and direction of all staff on team to ensure that all functions of their jobs are carried out in a manner that is consistent with the culture, mission and values of CityHousing Hamilton. Responsibilities include: selection, support, training, performance appraisals and discipline.

Prepare work schedules, establish priorities and delegate and assign duties to staff ensuring maximum utilization of human resources, monitoring and evaluating individual staff performance, coach, mentor and support staff development. Develops and conducts staff training.

Conduct regular staff meetings to ensure effective communication between groups.

Provides direction, leadership and coordination of teamwork; motivate and encourage staff to achieve high levels of performance and productivity, foster a work environment which supports customer service, innovation and quality of service.

Prepares, implements and monitors customer service standards, service quality measurements, customer satisfaction and implementation of continuous improvement programs.

Ensure staff provides timely and appropriate responses to customer enquiries and concerns by establishing realistic measures to gauge customer satisfaction and following up as warranted. Respond to escalated tenant concerns.

Establish best practices and document as procedures for staff to follow; train staff on procedures.

Monitor and verify budgetary expenditures by carefully reviewing monthly variance reports to ensure that the amounts do not exceed the budget level in accordance with the financial/accounting rules.

Receive and answer escalated direct inquiries from Board of Directors, City Council, Hamilton residents, other City Departments, tenants and their advocates, and community housing stakeholders pertaining to various housing issues.

Prepares corporate reports, briefing documents and correspondence for Senior Management and present to Board.

Develop and implement effective quality control methods and programs to ensure the section's compliance with CityHousing customer service performance standards for inquiries, complaints and requests for service in accordance with applicable policies and service standards

Maintains awareness of unit turnovers, move-ins, move-outs rates and vacancy protocols.

Establish best practices and document as procedures for staff to follow; train staff on procedures.

Represent CHH on various committees for Social Housing operations and governance.

Create and modify administration procedures to maximize operational efficiencies.

Possess a demonstrated record of strong leadership and guidance, technical competence, customer focus, team building/team advocacy, self-motivation and commitment to results and continuous improvement.

Represents the Division in Labour Relations issues including participating in Labour/Management meetings, assisting in negotiations for collective agreements, negotiates grievance settlements, interviews and appoints applicants to staff vacancies.

Maintain awareness of pertinent legislation and ensure compliance with legislation and associated regulations, such as the Housing Services Act, Residential Tenancies Act, Access to Housing guidelines, Ontario Building Code, Fire Code, Occupational Health and Safety Act, Hamilton Building Codes, Ontario Human Rights Code, Ontarians Disability Act, Employment Standards Act, Privacy and Confidential Acts.

Explains and defends decision made in compliance with legislation, policies and procedures.

### **SPECIFIC TASKS**

Manages delivery of Property Management services within the Operations Division by establishing objectives and action plans, developing individual operational plans in alignment with overall departmental goals. Identifies achievements and success measures.

Provides analyses of programs and operational performance and makes recommendations to the Board of Directors as appropriate; responds to Board inquiries.

Creates and monitors commercial lease program to ensure alignment with corporate standards.

Provides fiscal management through responsible budget administration by ensuring staff meet established targets, reviews and approves budgetary requirements, in collaboration with Tenancy Administration maintains occupancy levels as per established goals, monitors and analyzes variances throughout the budget year and takes corrective action when required.

Consults with community partners and advocacy groups regarding local neighbourhood security and other issues.

Oversees annual inspections, vacancy rates, arrears managements, and eviction recommendations.

Ensures training of Building Attendants & Superintendents including fire code compliance.

Responds to tenant appeals via Internal Appeals committee guidelines.

Works in accordance with the provisions of applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures related to occupational health and safety.

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensure that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Perform other duties as assigned which are directly related to the responsibilities of the position.

**QUALIFICATIONS**

1. University Degree or College Diploma or Certificate in Property Management (such as IHM, CPM, ACPM, ARM, REIC), Business Administration or related field combined with several years of relevant property management experience or an equivalent combination of education, qualifications and relevant work experience.
2. Extensive experience and knowledge in the Social Housing property management field.
3. Extensive knowledge of legislation governing the delivery of subsidized housing, landlord/tenant issues, including the Housing Services Act, Residential Tenancies Act, property management/standards, social housing issues and all relevant legislation.
4. Demonstrated knowledge of principles and theories of managing a diverse workforce, organizational behaviour, leadership and problem solving.
5. Thorough knowledge of fiscal management theories and practices and program development relating to residential property management and maintenance. Demonstrated knowledge and experience in estimating and budgeting.
6. Exceptional interpersonal skills required to deal with broad cross-section of professionals, tenants, staff, general public, elected officials and other community based agencies and organizations.
7. Exceptional written and verbal communication skills required to communicate at different levels within and outside the organization, other municipalities, government ministries, and community based client groups.
8. Working knowledge of computer software applications (Microsoft Office, Word, Excel, and database software). Knowledge of Northgate considered an asset.
9. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
10. Must possess a valid Class "G" Drivers Licence
11. Provision of a car by the individual for use on the job

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE**