

CITY OF HAMILTON

LAST REVISION – OCTOBER 4, 2019

CITYHOUSING HAMILTON - OPERATIONS – LOCATION – 181 MAIN ST. W.

PROPERTY MANAGER – HOUSING

SUMMARY OF DUTIES

CityHousing Hamilton, the third largest social housing provider in the Province of Ontario, provides affordable rental housing for the citizens of Hamilton. In support of CityHousing Hamilton's mission statement which is:

“We provide affordable housing that is safe, well-maintained, cost effective and supports the diverse needs of our many communities.”

Reporting to the Manager, Operations, you will be responsible for overseeing all operations and staff pertaining to the CityHousing Hamilton portfolio that you manage as well as being directly responsible and accountable for the effective delivery of property management services and operations. This includes property and building administration, management and maintenance and the collection of rental income of a portfolio rent-geared-to-income and market-rent apartments, townhouses, single family dwelling and commercial units owned by CityHousing Hamilton. Provides input in budget preparations and recommends priorities.

GENERAL DUTIES

Supervise the administration, management and maintenance of a portfolio of rent-geared-to-income and market-rent apartments, townhouses, single family dwelling and commercial units owned by CityHousing Hamilton.

Ensure compliance with legislation and associated regulations, such as the Housing Services Act, 2011, Residential Tenancies Act, 2006, Ontario Building Code, Fire Code, Occupational Health and Safety Act, Building Codes, Ontario Human Rights Code, Ontarians Disability Act, Employment Standards Act, Privacy and Confidential Act.

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

Responsible for all rental accounts receivables within the portfolio and determine appropriate action to take often in difficult situations. Negotiate special payment arrangements with residents, as applicable. Attend hearings at the Landlord Tenant Board for complex evictions relating to rental arrears and social matters. Attend and assist Sheriff at evictions.

Attend various court inquiries, discoveries and commission hearings as required.

Analyze and resolve all issues that arise pertaining to CityHousing Hamilton buildings and asset maintenance, resident(s)' complaints and staffing problems of predominately unionized personnel.

Perform maintenance inspections of units and projects to assess the state of repair. Determine appropriate course of action, estimate costs and engage contractors to correct deficiencies. Coordinate the implementation of repairs, assign, prioritize work to be determined and inspects work performed by contractors to ensure compliance with instructions and job specifications carried out on CityHousing Hamilton properties to ensure cost efficiencies and minimize the cost impact on City of Hamilton taxpayers.

Review, analyze and approve invoices for payment. Negotiate with contractor regarding billing. Take corrective action with contractors regarding any sub-standard performance.

Analyze and prioritize annual budget (capital and operating) submissions for the facilities to avoid deferred maintenance which could result in larger expenditures in the long term.

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.

Perform a variety of property and building administrative duties including marketing of rental units, authorizing and auditing rent calculations, signing of leases, carrying out rent collection, initiating legal action, authorizing eviction procedures and ensures that residents are in compliance with terms and conditions of their lease.

Modify administration procedures to maximize operational efficiencies.

Share "standby duty" and is required to respond to emergency situations, for all CityHousing Hamilton units based on a 24 hour/7 day week rotational basis.

Establish and maintain an effective network of communication between senior management and subordinate staff, various public and private sector agencies, user groups, constituents, City departments and other levels of government.

Receive and answer direct inquiries from City Council, Hamilton residents, and other City Departments and community housing stakeholders pertaining to various housing issues.

Prepare work schedules, establish priorities and delegate and assign duties to staff ensuring maximum utilization of human resources.

Represent respective areas in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

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.

Work 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.

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 or related field combined with several years of relevant property management experience or an equivalent combination of education, qualifications and relevant work experience.
2. Demonstrated knowledge of maintenance and property and building administration of residential property, Residential Tenancies Act, 2006, Housing Services Act, 2011, standard lease agreements, Ontario Fire Code and the Occupational Health and Safety Act, Building Codes, normally acquired through the completion of relevant courses and relevant work experience.
3. Enhanced problem solving skills and the ability to make decision.
4. Demonstrated knowledge of estimating and budgeting procedures.
5. Proven ability to supervise staff.

6. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
7. Strong leadership, communication, interpersonal and organizational skills. Working knowledge of computer software applications.
8. Ability to deal effectively with residents, representatives of other levels of government, management, peers, staff and the general public.
9. Familiar with factors related to the building trades - i.e. painting, plumbing, electrical, carpentry, concrete and landscaping.
10. Ability to prepare requirements or specifications of work and supervise their completion by performing inspections and compiling deficiency lists.
11. Working knowledge of computer software applications (Microsoft Office XP, Word, Excel, Northgate and database software).
12. Must possess a Class "G" driver's licence.
13. 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.