

CITY OF HAMILTON

CITYHOUSING HAMILTON (OPERATIONS – LOCATION – 181 MAIN ST. W.)

SUPERVISOR, OPERATIONS - CHH

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."*

We are looking for high performing Property Management professionals that can demonstrate a proven record of quality assurance, demonstrated leadership, customer focus, relationship building, self-motivation and commitment to achieving results and continuous improvement.

Reporting to the Manager, Operations, the Supervisor, Operations will be responsible to supervise the Property Managers to ensure the effective service delivery of the property management services and operations. This team oversees all operations, and staff, pertaining to the CityHousing Hamilton portfolio which includes property and building administration and management, property upkeep and maintenance, and the collection of rental income of a portfolio of rent-g geared-to-income and market-rent apartments, townhouses, single family dwelling and commercial units owned by CityHousing Hamilton.

GENERAL DUTIES

Directly supervises the Property Managers. Leads an effective team, providing coaching and advice to team members to optimize performance and deliver quality services in a timely and cost-effective manner. Ensures that staff are fully job competent, possessing the required qualifications, knowledge, skill sets and are readily equipped with appropriate tools and materials to perform their job effectively. Responsibilities will include managing and ensuring coverage for the Property Manager On Call Schedule, attendance management, performance management and performance evaluations of staff.

Responsible to review and ensure the Property Managers' compliance with legislation governing the organization, including but not limited to 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.

Under the direction and guidance of the Operations Manager and working in tandem with the Coordinator, Property Management, provides orientation, onboarding, direct onsite training and support to new and existing Property Managers, ensuring adherence and consistency in implementation of policies and procedures.

Supervises and supports Property Managers to achieve Key Performance Indicators (i.e. arrears, vacancies, budgets, fire safety, tenant relations, staff management and performance evaluation, completion of Annual Health and Safety Unit Inspections) by monitoring, coaching and providing feedback for corrective actions.

Supports the Property Managers with onboarding, training and ongoing performance management of the Building Attendants at the various sites.

Provides guidance, mentorship and onsite support to the Property Managers in response to high level emergencies (i.e. fires, floods, electrical and elevator outages) at CityHousing Hamilton sites including during regular operational hours and after hours as required.

Supports the Operations Manager with timely investigation, response and resolution to inquiries and complaints that have escalated above the Property Managers from City Council, Hamilton residents, contractors, vendors, other City Departments and community housing stakeholders pertaining to various housing issues.

Provides support to the Operations Manager and works in tandem with the Coordinator, Property Management on the annual review and implementation of the Fire Safety Program at CityHousing Hamilton by monitoring Property Manager and Building Attendants annual review and sign off on Fire Safety Plans. Performs on site randomized quality assurance and compliance checks across their team's portfolio.

Under the guidance and direction of the Manager, Operations and working in tandem with the Coordinator, Property Management, researches, writes and prepares Requests for Quotes (RFQ) documents, in accordance with relevant procurement policies and procedures, for work between \$10 000.00 and \$99 999.99. Works closely with relevant staff from City of Hamilton Procurement section to ensure compliance with proper policy and procedure. Manages awarding of RFQs, provides support to the Property Managers with implementation and inspection of work done through the RFQ process and ensures all contractual obligations have been met and satisfied prior to recommending that the Operations Manager advance payments.

On rotation with the Manager, Operations and the other Supervisor, Operations, provides guidance and support to the On Call Property Manager as needed.

Leads by example and motivates staff to achieve high levels of performance and productivity; fosters a work environment which supports customer service, innovation, and quality of service.

Respects and protects the confidentiality of tenant information as well as all other information that is sensitive in nature to the operations of CityHousing Hamilton.

Documents, monitors, tracks and communicates issues and their resolution to the Operations Manager.

Understands and consistently applies ethics, corporate culture pillars and values of the Corporation in daily work.

Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

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

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.

Performs 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 (i.e. IHM, CPM, ACOMO, ARM, REIC) or related field combined with several years of relevant property management experience or an equivalent combination of education, qualifications and relevant work experience.

2. Advanced knowledge of maintenance and property and building administration of residential properties, 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. Basic working knowledge of Procurement processes, practices and principles. Previous experience developing and preparing RFQs considered an asset.
4. Proven ability to foster staff, work teams and organizational development. Demonstrated record or strong leadership, guidance and customer focus, innovation/creativity, team advocacy, staff delegation, empowerment, staff development and results orientation. Previous leadership or management experience an asset
5. Demonstrated thorough knowledge of the Residential Tenancies Act, Housing Services Act, property management/standards and any other applicable legislation governing Social Housing.
6. Previous supervisory experience would be an asset. Excellent organizational and time management skills, including the ability to co-ordinate staffing requirements for regular, emergency, and special circumstances.
7. Exceptional problem-solving, analytical and interpersonal skills with a proven ability to influence, communicate and collaborate effectively with elected officials, representatives of government, management, peers, staff, tenants, the general public and other stakeholders.
8. Proven ability to remain calm and de-escalate situations in emotionally charged circumstances.
9. Demonstrated ability to make critical and timely decisions and use consistent, reasonable judgement while under pressure and during high-risk emergency events and circumstances.
10. Exceptional written and verbal communication, time management and organizational skills.
11. Demonstrated ability to challenge, lead and inspire others to excel in a fast-paced and high-pressure environment.
12. Highly developed ability to support, communicate with and effectively address tenants' matters, issues and concerns.
13. Enhanced working knowledge of factors related to the building trades – i.e. painting, plumbing, electrical, carpentry, concrete, landscaping etc. Familiarity with how to work with consultants and prepare specifications for work related to these trades.
14. Proven ability to schedule, track and prioritize tasks and projects.
15. Working knowledge of computer software applications (Microsoft Office, Word, Excel, Northgate, Asset Planner and database software).
16. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
17. Must possess a Class "G" driver's license. Provision of a car by the individual for use on the job.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES PRACTICES FOR THIS POSITION AND THE WORKPLACE
