

CITY OF HAMILTON

CITYHOUSING HAMILTON

(BUSINESS & TECHNICAL SERVICES SECTION - LOCATION – 55 HESS ST. S., 23rd FLOOR)

MANAGER, BUSINESS & TECHNICAL SERVICES

SUMMARY OF DUTIES

Reporting to the CEO, City Housing Hamilton, the Manager, Business & Technical Services will develop policies, procedures and training for the staff, tenants and Board of Directors for City Housing Hamilton. Assume responsibility for all communications and legislated services by providing leadership, strategic direction, objectives, program plans and standards.

Assumes responsibility for City Housing Hamilton's overhead budget, setting goals and tracking Key Performance Indicators.

GENERAL DUTIES

Administers, coordinates and directs the operation and work activities within the Business and Technical Services section through effective work delegation, and performance management.

Conducts business needs analysis and provides input and makes recommendations into long term planning for CityHousing Hamilton's Information Technology needs.

Participates on various corporate and departmental committees for information technology projects and initiatives to represent unit, section, or the division, as required.

Responsible for the software implementation including production and maintenance of procedure manuals.

Administers, co-ordinates and directs ongoing activities for Business and Technical Services Section by delegating and assigning work to staff; ensuring maximum utilization of human resources; monitoring and evaluating individual staff performance; coaching, mentoring and supporting staff development.

Provides direction, leadership and co-ordination of teamwork; motivates and encourages staff to achieve high levels of performance and productivity; fosters a work environment which supports customer service, innovation and high quality service.

Composes correspondence and prepares reports related to information technology initiatives, research, analysis and promotion for management and other divisional staff.

Develops Policies and Procedures in alignment with overall departmental goals.

Develops and manages training programs for all CityHousing Hamilton staff, tenants and Board of Directors.

Perform various personnel functions including new staff orientation and development.

Responsible for preparation and budget administration of CityHousing Hamilton's overhead budget.

Responsible for the management of all Office Procedures and Policies.

Represents respective area in Labour Relations issues including participating in labour management meetings, providing input for Collective Agreements and grievance settlements.

Oversees the development and maintenance of the CityHousing Hamilton staff newsletter.

Develops and is responsible for all communications to tenants including form letters, newsletters and notices as to ensure consistent messaging to all tenants.

Develops and maintains public relations program.

Manages all legal matters with the Housing Tribunal.

Ensures adherence to the Social Housing Reform Act and Residential Tenancies Act governing legal requirements between landlord and tenant and Freedom of Information Act.

Resolves critical impact tenant relations issues.

Tracks Key Performance Indicators and works with staff to ensure targets are being met.

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.

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

QUALIFICATIONS

1. Progressively responsible experience in the Social Housing property management field at the Supervisory and Manager level normally acquired through a Bachelor's Degree from an accredited college or university degree in Social Service, Business Administration or an equivalent combination of education and related extensive 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 Social Housing Reform Act, Residential Tenancies Act, property management/standards, social housing issues and all relevant legislation.
4. Progressive experience in policy analysis and program evaluation.
5. Previous experience using a comprehensive enterprise business support software ideally in a large property management organization. Working knowledge of application development lifecycles and supporting practices.
6. Demonstrated knowledge of principles and theories of managing a diverse workforce, organizational behaviour, leadership and problem solving.
7. Thorough knowledge of fiscal management theories and practices and program development relating to residential property management and maintenance.
8. 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.
9. 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.
10. Ability to plan, prioritize and manage workloads of personal work and various teams; experience working in a highly unionized work environment.
11. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem solving skills dealing with challenging situations.

12. Extensive computer experience in a Windows environment utilizing MS Office software with a strong focus on financial analysis and economic justification.
13. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
14. Must possess a valid Class "G" Drivers Licence
15. Provision of a care by the individual for use on the job

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

NOTE 1:

Given the nature of housing operations, evening and weekend work will be required.

NOTE 2:

This position(s) currently requires the incumbent(s) to use their personal vehicle(s) 3 or more times per week for City business. In accordance with the City policy, parking is provided at this time. Should this job requirement change, parking will only be provided in accordance with the City policy in force at that time.

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