

CITY OF HAMILTON

CITYHOUSING HAMILTON (TENANT ADMINISTRATION SECTION – LOCATION – 181 MAIN ST. W.)

MANAGER, TENANT ADMINISTRATION

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, this position is responsible for the functional and administrative supervision of administrative and support staff to ensure effective delivery of Operations Support. Independently manages, plans, and co-ordinates the day-to-day customer and support service programs and services including reception, tenant placement, rent calculations and marketing within CityHousing Hamilton. This includes leading, co-ordinating and managing procedures and ensuring compliance with legislative requirements related to the delivery and coordination of these programs and services.

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 within sectional responsibility 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 turnover timelines, 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

Interpret and set standard operating procedures in regards to Housing Services Act, 2011, rent calculation guidelines. Review and analyze rent calculations for internal auditing and compliance ensuring correct supporting documentation such as income verification and family composition supports.

Evaluate all rent calculation appeals as well as requests for subsidy removal.

Provide legal staff with specific client information as required.

Provides referral to social programs and community resources where appropriate.

Conducts Internal Transfer Reviews.

Manage targets for tenant placement (targeted vacancy rate) and responsible for ensuring units are rented in a timely manner.

Develop and maintain a marketing strategy and plan for CityHousing Hamilton rental units.

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, 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. Extensive experience and knowledge in the field of Social Housing property management.

3. Demonstrated knowledge of and experience in interpretation and compliance with property and building administration of residential property, Residential Tenancies Act, Housing Services Act, Access to Housing guidelines, 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.
4. Thorough knowledge and experience in lease agreements.
5. Demonstrated knowledge and experience in estimating and budgeting procedures.
6. Strong leadership, communication, interpersonal, conflict resolution and organizational skills. Proven ability to supervise staff in a unionized environment.
7. Ability to deal effectively with tenants, representatives of other levels of government, management, peers, staff and the general public.
8. Working knowledge of computer software applications (Microsoft Office, Word, Excel, and database software). Knowledge of Northgate considered an asset.
9. Mathematical aptitude to complete and verify complex rent calculations in alignment with legislated guidelines and best practices.
10. Experience managing in a unionized environment.
11. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
12. Must possess a valid Class "G" Drivers Licence.
13. Provision of a car by the individual for use on the job.

NOTE 1:

This position 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.

NOTE 2:

As a condition of employment, the successful applicant(s) will be required to obtain a Police Information Check, at their own expense, prior to beginning work in this position.

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