



EMPLOYMENT OPPORTUNITY – Full time Property Manager - Victoria, BC

Who We Are

M'akola Housing Society (MHS) is an affordable housing provider committed to supporting vibrant, diverse communities in British Columbia. Our portfolio spans the entire province and involves property management, asset management, Assisted Living and providing professional consulting services to other service providers.

We have an energetic, driven team. Each member brings a unique spirit and skillset, and together we are committed to high-quality service-delivery to our tenants, partners and communities. We strive to create a welcoming and supportive environment where all team members take personal accountability for their work, have a passion for excellence, and are encouraged to achieve their full potential.

Who You Are

You seek meaningful, complex work in a fast-paced, growth-oriented environment. You enjoy multi-tasking and are comfortable with shifting priorities. You are detail-oriented, a self-starter and keep open lines of communication. You are a proactive problem-solver that adapts quickly to new ideas and new projects. You value working in a cooperative and solutions-focused team environment while also being accountable to your deliverables.

Why Choose Us

Our organization recognizes the following benefits for eligible positions:

- Growth opportunities – we are invested in you and your career trajectory
- Paid vacation (plus Christmas leave) and paid sick leave
- Municipal Pension Plan (MPP)
- Extended health benefits, including prescription coverage and dental, among others
- Employee Assistance Program (counselling for employees and family members)
- Newly-built, modern office with ergonomic workspace
- Located close to the Galloping Goose and on a major bus route

Job Summary

This property management position works closely with senior leadership to provide coverage for a diverse and changing portfolio that includes scattered units throughout the province, new builds, and various assigned projects. Characteristics of the role are flexibility, agility, teamwork, accountability, striving for excellence and openness to change.

Travel will be required 20% of the time.

Principal Accountabilities

- Provide property management services for assigned portfolio such as unit turnovers, tenancy management, contract administration, procurement, and stakeholder relationships.
- Meeting Key Performance Indicators and participating in meetings to discuss patterns and trends.
- Respond to tenant complaints, concerns, and issues and address them in a timely manner that is well-documented and in compliance with the *Residential Tenancy Act*.
- Coordinates with Asset Management Department, vendors, contractors and partners to meet service-delivery expectations and maintenance standards.
- Conducts site and unit inspections ensuring standards/regulations (WHMIS, WorkSafe, Bylaw...) are in compliance and that proper maintenance is carried out.
- Responsibility for portfolio spending within approved annual maintenance budget.
- May assist with the development and updating of property management policies, procedures, manuals, resources and processes.

Qualifications

- Minimum of two years' experience in affordable housing property management or tenant relations
- Valid class 5 driver's license

General Requirements

- Must be willing to complete the Rental Property Management Licensing course within 1st year of employment.
- Must be willing to travel 20% of the time.
- Excellent communication, interpersonal and customer service skills.
- Strong multi-tasking and time management skills.
- Experience working in Indigenous communities an asset.
- Ability to document, maintain records and create databases using MS Office (Excel).
- Ability to take a big picture perspective while having an eye for detail.
- A can-do attitude with a strong work ethic and high professional standards.
- Demonstrated aptitude in dealing with private and confidential information; uses diplomacy and tact in all interactions.
- Knowledge of budgets and ability to manage monthly costs; this includes liaising with vendors and contractors.
- Must provide Criminal Record Check prior to hiring.
- Willingness to follow M'akola policies and procedures.
- Preference will be given to applicants of Indigenous ancestry as per Section 41 of the BC Human Rights Code.



The posting closes on May 4, 2018; however, the position will remain open until filled. In-person interviews will begin in early May at our Victoria office.

Interested candidates should email their resume and cover letter (with salary expectations) to humanresources@makola.bc.ca. Please quote "Property Manager" in the subject line of the email.

Only those selected for interviews will be contacted. References will be required for all interviewed candidates.