

Position: Property Management Software Coordinator
Organization: BC Non-Profit Housing Association
Location: Vancouver, British Columbia
Hours: Full Time: 37.5 hours/week
Deadline: Position posting open until filled

BACKGROUND

The BC Non-Profit Housing Association provides leadership and support to members in creating and supporting a high standard of affordable housing throughout British Columbia. BCNPHA members are primarily non-profit housing providers. Other members include individuals and organizations that care about affordable housing. The Asset Management Department provides Energy Management and Capital Planning services to non-profit housing providers with the goal to reduce operating costs, prolong existing housing stock, and increase housing stock size to better meet rising housing demands. BCNPHA is the umbrella association for non-profit housing providers in BC providing services, education, events, and advocacy to over 500 non-profit housing societies who provide more than 60,000 units of affordable housing at more than 2000 sites across the province.

The Asset Management Department is searching for someone to take on the role of Asset Management Coordinator who will be working primarily on developing and expanding our Building Condition Assessment Service for the non-profit housing sector. The role will be a one-year full time contract position assisting the Asset Management Department carryout its mandate to provide support to the non-profit housing sector. Should the Building Condition Assessment Service garner enough volume to fully support the position, this will become a permanent full-time role.

If the job description below interests you, please submit a cover letter and resume in a single pdf file to ArcoriPM AT bcnpha.ca.

POSITION SUMMARY

Provide property management software services by managing and coaching societies through BCNPHA-Arcori partnership program. This process includes outreach, contract administration, data management, change management, user group management as well as training, support and continuous improvement.

Salary range

\$60,000-65,000

Key responsibilities

Marketing, Sales and Outreach

- Provide education and promotion on a property, tenant and finance management software customized for non-profit housing
- Provide support to non-profit housing providers to identify, plan, and implement property management software
- Prepare proposals, software agreements and schedule software demos with and on behalf of partners

Program/Services Support:

- Provide support to non-profit housing providers to identify, plan, and implement property management software

- Demonstrate products at a comprehensive level with a consultative approach
- Learn about client's processes/protocols, and advise on the best way to implement Property/Household/Financial management software, ARCORI
- Assist with data collection and the Setup of demo systems, demo data and manage presentation projects
- Work collaboratively with clients to identify, solve, and define application issues
- Works with clients to understand software issues, and problems, before acting as an escalation resource for complex application systems problems and sophisticated client requests

Software

- Assists and supports users with understanding Arcori functional design, configuring Arcori software, and meeting client operational needs
- Evaluates procedures and processes for software use and prepares/evaluates alternative workflow solutions

Business Analysis:

- Researching questions using available information resources
- Documentation of business processes and workflows
- Documentation of requirements, features and user stories

Education/Training;

- Maintains educational materials, including developing new materials as appropriate and revising existing materials to ensure they are up-to-date
- Assist in developing and implementing marketing materials to expand Arcori's software solutions across the province

Collaboration:

- Consult and engage with key stakeholders across the organization to exchange information, present new approaches and discuss equipment/system changes, including identifying opportunities to streamline business processes
- Collaborates internally with software developer, business analyst, software company president with a focus on meeting client needs and maintaining high-level customer service standards

Development:

- Provide market and customer feedback on software to software development partners.

QUALIFICATIONS

Education, Experience and Skills

- A working knowledge of non-profit organizations and operations would be an asset
- Familiarity with Buildings, Property Management, Building Systems, and Sustainability is an asset
- Experience in 2 of the following 4 subject areas: Sales, Application Software/Information technology, Property Management Operations, Accounting
- Strong strategic mindset, problem-solving skills and ability to adapt to a changing environment are a must to be successful in this changing sector
- Strong professional verbal and written communication skills -ability to communicate in a timely manner appropriate with staff and partners
- Ability to meet critical deadlines and prioritize multiple tasks in a fast-paced environment

- Project management experience
- Collegial, team-oriented disposition with the desire and ability to establish cooperative working relationships with employees at all levels within BCNPHA, Arcori and with customers
- Basic understanding of Arcori's software and/or Property Management Software/principles.
- Bachelor's Degree or advanced Certificate in Information Technology/ Business Management or equivalent
- Two (2) years in a software support, analytics, or services role
- Working knowledge of accounting practices
- Must be able to travel by car and airplane to non-profit buildings across British Columbia

Compensation & Working Conditions

- Family friendly work hours
- A diverse team in a sociable, professionally rewarding work environment
- Some travel throughout British Columbia required
- A comprehensive extended health benefits package for you and your dependents
- Reports to BCNPHA Program Delivery Manager
- Will work very closely with the following:
 - Internal: Asset Management and all Association departments
 - External: Arcori PM software team and consultants; non-profit housing providers, BC Housing

To apply for this position, please forward a single pdf file with cover letter and resume to: [ArcoriPM AT bcnpha.ca](mailto:ArcoriPM@bcnpha.ca). Posting is open until filled.