



MANAGER, TENANT SERVICES REGULAR FULL-TIME

Wood Buffalo Housing & Development Corporation in Fort McMurray, AB provides well-built, well maintained social, affordable gap, and seniors housing alternatives to qualifying citizens within the Regional Municipality of Wood Buffalo.

Position Overview:

Under the supervision of the Director, Operations, manages and directs the administration of Affordable Housing operations of Wood Buffalo Housing and Development Corporation.

Responsibilities:

- Accountable for the full spectrum of tenant services in a unique environment of third party community housing management and corporate owned projects
- Comprehensive approach to Debt Management, proactive approach to prepare reports and background information for use by senior management
- In collaboration with Finance Department, develop relevant reports to support financial management of existing residence and addressing arrears
- In conjunction with the Director, Operations, ensure appropriate measurement and analytical systems are in place to support company objectives, utilizing current software to its potential to generate and support reports
- Maintenance of an accurate administrative system and production of a statistical management report as required by policy and in conjunction with established procedural (government) specifications
- Preparation and administration of the annual operations and administrative budget for each property within the portfolio
- Authorization of payment for all expenditures and maintaining an accounting system
- Adhere to corporate policies, processes and best practices
- Ensure regulatory compliance measures are followed
- Establishing and maintaining contact with local service agencies
- Facilitation of good working relationships with local community organizations
- Implement and monitor goals and objectives
- Ensure that all inspections of all physical assets are completed as per schedule and initiate appropriate action when necessary
- Attend monthly tenant communication meetings and Condominium Board meetings as assigned

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- Provide direction and supervision to reporting staff
 - Train and orientate all new staff
 - Ensures employees are adhering to O H & S requirements
 - Ensuring that all buildings are secure and emergency evacuation procedures are in place
 - Other duties as required

Qualifications/Experience:

- Property Management, Business Administration or other relevant degree/designation or a combination of education and experience acceptable to the Employer
- Property Management experience with a minimum of 7 years, preferably with non-profit and market housing
- Minimum 5 years managerial and supervisory experience
- Accounting/budgeting and leadership experience required
- High proficiencies in Office and Yardi an asset
- Condominium/Strata experience preferred
- Outstanding facilitation, administrative, interpersonal, verbal and written skills
- Must have strong public relations and customer service skills and the ability to effectively provide conflict resolution and problem solving
- Demonstrated ability to both independently and as a team member make decisions in a complex environment
- Demonstrated leadership and organizational abilities are essential to this position
- CPM or RPA designation an asset

Please forward resume and cover letter to:
Pauline Ireland, Human Resources Advisor
WBHDC - 9011-9915 Franklin Ave
Fort McMurray, AB T9H 2K4
Fax: 780-799-4025
E-mail: pauline@wbhadc.ca

We appreciate the interest of all applicants; however, only those selected for an interview will be contacted.

Posting date: September 13th, 2017

Closing date: Until Filled
