

Tenancy Coordinator

Evangel Housing Societies

Kelowna, BC

January 30, 2023

OVERVIEW

As a not-for-profit affordable housing provider since 1974, Evangel Housing Societies (EHS) improves life for individuals and families in Kelowna, BC, by providing safe, affordable, and quality housing. EHS operates 4 residential apartment buildings with 190 units (studio, 1, 2, and 3 bedroom). Our buildings are home to individuals and families who live independently. Evangel Housing is not a provider of Assisted Living or Supportive Housing.

The Tenancy Coordinator serves as a key member of the Administrative team and is responsible for all tenancy related policies, practices, and duties including marketing, applicant screening, creation of tenancy agreements, condition inspections, maintenance requests, etc., and coordinates the tenant experience through the application, move-in, tenancy, and move-out processes.

The Tenancy Coordinator reports to the Evangel Housing Societies Administrator.

The Tenancy Coordinator role includes flexible work options including hybrid work from both EHS office and home. The 40-hour work week is primarily fulfilled M-F but some evening / weekend work may be required from time-to-time.

EHS provides a competitive annual salary and vacation commensurate with the successful applicant's skills and experience.

EDUCATION / EXPERIENCE

Completion of post-secondary training in human/social services, office/business administration, and/or property management is beneficial.

3+ years work experience in administration or social services is an asset. Experience in Property Management and/or Tenancy-related occupations is ideal.

Must have Class 5 BC driver's licence and a minimum \$2M liability 'business class' insurance for a personal vehicle (gas allowance provided). Work duties are performed at multiple locations within 5KMs.

KNOWLEDGE, SKILLS & ABILITIES

Balances relational and administrative abilities and has developed excellent communication skills - both written and oral. Is consistently able to create and sustain cooperative working relationships as a team-player in an interdependent work environment. Exercises professionalism and maintains confidentiality always. Is intrinsically motivated, displays enthusiasm, and has an innate desire to learn and develop. Is adaptable and willing to take on other duties as may be required from time-to-time.

Possesses excellent organizational and time-management practices. Efficiently balances multiple and time-sensitive responsibilities including prioritizing and multi-tasking within assigned deadlines. Works with accuracy, is able to focus on details, and follow instructions. Has honed the ability to cheerfully adapt and self-manage well, including in pressure situations that sometimes result from deadlines or unexpected changes.

Proficient with Microsoft Apps (Excel, Word, Outlook) and Google Office Suite (Gmail, Drive, Docs, Sheets, Forms, Calendar, Keep). Able to learn other basic office software.

Possesses a basic working understanding of Financial Accounting practices including budgeting, accounts payable and accounts receivable.

Possesses a working knowledge of BC's Residential Tenancy Act. Has demonstrated ability in conflict resolution skills.

RESPONSIBILITIES

Administration / Documentation

Oversees effective tenant documentation preparation and practices. Maintains tenant files, agreements, leases, contracts, and records in paper and/or electronic format as required. Ensures compliance with the BC Residential Tenancy Act (RTA) in lease and documentation practices. Meets with incoming tenants to secure signatures and execute documents.

Creates & updates as needed process & procedures manuals. Updates "Resident Welcome Package" whenever required.

Processes damage deposits from incoming tenants. Maintains current databases: tenants, keys, doorfobs, parkfobs, tenant lockers, parking. Programs doorfobs and parkfobs.

Application Procedures

Receives and processes all applicant and tenant correspondence, calls, voicemails, emails, and inquiries. Refers matters to other staff as needed.

Creates & maintains marketing materials in appropriate media and markets vacant units.

Receives & assesses tenancy applications. Screens applicants for tenancy and maintains the Application DB of qualified applicants. Maintains list of current and upcoming vacancies and shows vacant apartments to pre-qualified applicants. Performs all screening, reference and credit checks of applicants considered for tenancy. Oversees tenant placement and orientation.

Moving Processes

Leads the Move-In / Move-Out process and checklists system. Ensures moving & cleaning guidelines are followed, and delegates to other staff as needed to ensure move-in/out files are completed in a timely fashion.

Conducts Condition Inspections with tenants moving in/out.

Upon receiving a tenant's Notice to Vacate, conducts an initial Condition Inspection and immediately reports receivables, unit damage, etc. to the Administrator.

Partner with Maintenance Manager to arrange the cleaning, maintenance, and/or renovation of vacant suites to prepare for incoming tenants.

Financial

Communicates with Bookkeeper re: all tenant-related accounts receivable, invoicing, accounts payable, and related bills payments (e.g., Damage Deposit refunds).

Arranges collection of tenant rents and receivables for tenant-caused damages and tenant-requested replacements (light bulbs etc.). As required, creates and delivers Notices for late rents, NSF payments, charges for damages, tenancy termination, etc.

Rental Processes

Conducts annual income reviews of tenants under RGI (Rent-Geared-to-Income) Agreements, including: (1) Requesting & reviewing required tenant income verification documentation, (2) Calculating rent based on verified income for approval by Administrator, (3) Providing Rent Increase Notices and communicating rent increases to tenants 3+ months prior to lease renewal date, (4) Advises Administrator and Bookkeeper of tenant rent amounts / changes.

Processes and notifies tenants of rent/subsidy changes/increases as per BC Tenancy Law. Prepares annual tenancy and lease renewal documentation. Meets tenants to renew leases and secure signatures on Pre-Authorized rent payment documents.

Tenant Services

Oversees tenant services including tenant relations and communications. Promotes rapport with tenants and within the tenant community. Ensures tenant issues and concerns are satisfactorily addressed by EHS Staff in a timely manner. Communicates any tenant security concerns to Administrator.

Together with Maintenance Manager coordinates 2 annual suite inspections. Assigns repair-related issues to Maintenance Manager. Addresses all tenancy-related issues with tenants.

Prepares and delivers all tenant-related correspondence including Tenant Notices in paper and/or electronic format, and posts Notices at buildings.

Communicates all tenancy policies to tenants including safety / fire safety, building security, good neighbor practices, etc. and ensures tenant understanding and compliance with all EHS policies.

Administrates the tenant insurance program.

Communicates any serious tenancy-related issues to the Administrator.

Prepares and delivers any "Notice To End A Residential Tenancy" and eviction documentation as required. Coordinates & documents evidence for submission at hearings of the Residential Tenancy Branch (RTB) and represents the Society in RTB proceedings if required.

HOW TO APPLY

Please email your Cover Letter and Resume to evangelhs@gmail.com no later than February 17, 2023. As part of your application, please submit a brief (2pg max) overview of your proposed plan and goals for your first 30, 60 & 90 days as the new EHS Tenancy Coordinator.

Completion of a Criminal Record Check is required before employment commences.