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| **Non Union** |

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| **Job Title:** | Assistant Property Manager |  |  |
| **Job Opening Id:** | 41958 | **# Required:**  | 2 |
| **Business Unit:** | Community Services | **Division:** | Housing  |
| **Location**: | Headquarters Campbell East | **Standard Hours:** | 35.00 / week |
| **Full/Part Time:** | Full Time | **Regular/Temporary**: | Temporary |
| **Salary Grade:** | 3 | **Salary Range:** | $ 60,800.00 - $ 71,530.00 |
| **Post Date:** | 2025-03-24 | **Close Date:** | 2025-04-06 |

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**SALARY PENDING REVIEW**2025 Non Union salary changes will be effective on April 27, 2025. The posted salary ranges will be adjusted at that time based on outcomes of a Non Union Compensation Review. Changes will be shared with candidates through the interview process.**Temporary Duration**Vacancy 1: Approximately 18 monthsVacancy 2: Approximately 24 monthsAbout UsServing a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada’s most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada’s most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario’s most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara. We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, Diversity, Equity and Inclusion - Niagara Region, Ontario or email related questions to diversity@niagararegion.ca. To send input on reducing barriers in the current hiring process, please email myhr@niagararegion.caFor the Region's full employee equity statement, Working at Niagara Region - Niagara Region, Ontario.Don’t have every qualification?You may be hesitant to apply if you do not have every qualification listed in the posting. While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds and varying levels of experience and education to apply. Our recruiters will evaluate your suitability for the role.Please note that for unionized roles, we must follow collective agreement requirements. However, we encourage all interested candidates to submit their applications. We believe success in a role can extend beyond meeting every single requirement.Job Summary Responsible for supporting the Property Manager team in the management of their assigned affordable housing portfolios by performing property management functions/tasks, including routine inspections of housing units for maintenance requirements, ensuring the completion of rent services logistics, overlooking services contractors and assisting in incidence investigations.Education* Diploma from a 2-year college program in Social Services, Business Administration, Paralegal, or other related
* Course/Certificate Rent Geared to Income (RGI) training is preferred
* Certificate or diploma from a recognized property management training course (e.g. Institute of Housing Management) is preferred

Knowledge* At least 2 years’ experience in social housing and/or property management sector
* 3 years in social housing and/or property management sector is preferred
* Knowledge of all relevant legislation and regulations including but not limited to; the Housing Services Act, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, the Residential Tenancies Act, Occupational Health and Safety Regulations, Ontario Fire Code, Freedom of Information and Protection of Privacy Act, Workplace Hazardous Material Information Systems and the Construction Lien Act
* Knowledge of contract administration and performance measures
* Bilingual English and French is considered an asset
* Some technical knowledge related to construction and design, property maintenance, energy conservation and building systems
* Ability to read and interpret common/basic blueprints and schematic drawings
* Ability to estimate construction/repair costs for common/routine issues related to residential buildings

Responsibilities*Ensuring the completion and accuracy of tenant services logistics, including annual audit for qualifying subsidy packages, reviewing pending rental payment approvals and other services related to tenant responsibilities, enrollment and payment, including but not limited to: (35% of time)** Assessing completeness of eligibility application and/or submitted required income validation for subsidy packages, and follow-up with tenants (in-person, if required)
* Investigate suspected cases of misrepresentation of income, calculate and make recommendation for action to Property Managers, upload documents into Yardi, follow-up with tenant regarding repayment agreement and advise finance
* Conduct collection calls and follow up with tenants
* Approve RGI calculations and report discrepancies to TSR
* Prepare and process N4s and complete necessary follow-up
* Assist with tenancy agreement infractions including: investigations, letters and LTB forms and meet w/ tenants (w/ PA, or CPC in PA’s absence) to discuss issues/resolve
* Create repayment agreements related to tenant charges, follow-up while uploading documents in Yardi, send contract to tenant and issue adjustment form
* Participate and assist (e.g. deliver notices) for community meetings and events
* Schedule move ins with new tenants, complete packages, process dual rent credits

*Conducting (1) annual unit inspections and (2) regular safety inspections of common spaces, such as playgrounds and hallways, to ensure conformity with NRH policy and legal requirements, including but not limited to: (30% of time)** Creating work orders as needed, for both emergency and general maintenance
* Coordinating and completing 60% of annual inspections with contractors and other staff, creating notices for tenants and scheduling, including asbestos log sheets, follow-up, issue work orders
* Ensuring Emergency Kits, fire logs, safety plan, and other equipment and safety requirements are up-to-date or functional
* Providing recommendations to the Property Manager regarding routine inspections, including move out inspections as directed by the PA/PA’s absence
* Line up day-to-day contractors, create work schedule per timeline and issue work orders
* Assist with community/building envelope inspections
* Complete playground and yard inspections

*Acting Property Manager in their absence, including but not limited to: (20% of time)** Investigating and resolving tenant issues, such as noise complaints and/or social issues
* Overseeing the maintenance and repair of the designated property portfolio
* Full Property Manager functions for vacation and time off periods including after-hours calls, approve payments and issue tenant charges

*Direct oversight of service contracts for quality assurance, such as snow removal, landscaping and janitorial services for contract compliance, including but not limited to: (10% of time)** Monitoring contractors and the work completed, in addition to identifying and escalating any issues to the Property Manager
* Ensuring necessary supplies and equipment are available and maintained for service contractors and other staff
* Schedule annual furnace cleanings, smoke detector testing including, set up work orders, order supplies, arrange dates/times, follow-ups
* Service Contract oversight including inspecting work as needed (i.e. after a storm), follow-up calls for neglected duties with contractors, meet w/ contractor regarding issues
* Assist with fire drills in their entirety

*Completing incident investigations (i.e. slip & falls) and the preparation of Incident Reports as required by NRH insurance risk management policy. (5% of time)** Encompasses interview tenant(s), complete reports, review surveillance / transfer to USB for legal, take photos, contractor follow-up, work order issuance

Special Requirements* Requires a valid class G license and use of a vehicle
* In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate for the vulnerable sector
* Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.

Let us know why you would be an excellent team member by submitting your online application to **Job ID 41958 no later 11:59 p.m. on April 6, 2025** by visiting our ‘Careers’ page at [https://careers.niagararegion.ca](https://careers.niagararegion.ca/psp/careers/EMPLOYEE/PSFT_HR/c/HRS_HRAM_FL.HRS_CG_SEARCH_FL.GBL?Page=HRS_APP_JBPST_FL&Action=U&FOCUS=Applicant&SiteId=1002&JobOpeningId=41958&PostingSeq=1). We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.If you require an accommodation for the application process in accordance with the Ontario Human Rights Code and the [Accessibility for Ontarians with Disabilities Act](http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/index.aspx), the alternate formats for contacting us are as follows:* Email: myhr@niagararegion.ca
* Phone: 905-980-6000 or 1-800-263-7215
* Bell Relay: 1-800-855-0511
* In-person: Sir Isaac Brock Way, Thorold, ON L2V 4T7 – Human Resources Department
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