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PROPERTY MANAGER

Wigwamen Incorporated is Ontario's oldest and largest urban Indigenous non-profit housing provider, and a registered charity. In operation since 1972, we are committed to excellence in the development and management of affordable housing. We're looking for a self-motivated, highly-organized and professional Property Manager to work in our growing portfolio of buildings.

The Property Manager will be responsible for the overall efficient and effective operation of a 145-unit apartment complex in downtown Toronto, in accordance with company policies and procedures.

Responsibilities will include:

Office Administration:

- Maintain the office and all office equipment
- Monitor and purchase supplies
- Maintain a filing system for all records and documents
- Prepare reports for management and the Board of Directors, as requested

Financial Management:

- Make purchases within the budget and in accordance with spending policies
- Monitor and approve invoices; submit to head office for payment
- Collect and deposit rent payments and laundry revenue
- Monitor and report tenant rental arrears on a monthly basis
- Accurate use of accounting software to post tenant rents and other charges, and to reflect tenant move-ins and move-outs

Tenant Administration:

- Establish and maintain good relations with tenants
- Receive and respond to tenant concerns
- Respond to rental enquiries
- Receive and process applications
- Prepare and sign leases
- Ensure tenants and landlord fulfill their lease obligations
- Co-ordinate with other staff in filling rent-geared-to-income (RGI) units
- Perform tenant household income verification and rent calculations, including input to accounting software
- Issue notices to tenants regarding changes in rent, late payments, arrears, etc.
- Represent the company at the Landlord and Tenant Board
- Co-ordinate move-ins and move-outs
- Maintain accurate and up-to-date tenant files

Property and Maintenance Management:

- Respond to tenants' requests for repair work in units
- Report to management regarding persistent maintenance problems
- Tender any capital request or repairs, in accordance with company policy
- Conduct move-in, move-out, and annual unit inspections
- Follow procedures to fill vacant units promptly
- Schedule regular maintenance of the building's fire safety systems and mechanical systems
- Monitor building automation systems
- Arrange, oversee, and approve sub-contractors' work
- Maintain unit and common area maintenance records
- Supervise the building superintendent and after-hours-emergency staff
- Ensure the property is kept in an optimal state of cleanliness and repair

The preferred candidate will have:

- Minimum three years' experience managing rental apartment buildings, preferably in the non-profit sector
- Knowledge of the *Residential Tenancies Act*
- Excellent interpersonal, verbal communication, report writing and facilitation skills
- Proven ability to work with a diverse tenant population
- Computer literacy, including Word, Excel, internet and email applications
- Training and experience in RGI administration
- Experience with, and knowledge of, building automation systems (BAS)
- Knowledge of NewViews accounting software is an asset

This is a full-time, salaried position with a comprehensive benefits package.

Please submit your resume and cover letter to jobs@wigwamen.com by 5:00 pm on Friday, March 28, 2025.

We thank all applicants in advance for their interest; however, only those to be interviewed will be contacted. No phone calls, please.

Wigwamen Incorporated is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise us in advance to ensure your accessibility needs are accommodated throughout this process.