

Housing Operations Manager

Summary

Barrhaven Non-Profit Housing Inc (BNPHI) operates the community of Steepleview Crossing which is a 41-unit social housing complex located on Jockvale Rd. in Barrhaven. This includes seven dedicated units for tenants with environmental sensitivities.

BNPHI is seeking a part-time Operations Manager who will be responsible for the overall management and administration of Steepleview Crossing under the supervision of the Board of Directors of BNPHI.

The hours worked will be 20 hours per week with a minimum number of hours required on-site. There is some flexibility for an additional 8 hours per month to cover surge requirements. In addition, the position requires the Operations Manager to be available for emergency calls outside of regular working hours.

Duties and Responsibilities

CORPORATE SERVICES

- Prepare management reports, as required, for the Board and attend monthly board meetings
- Prepare Annual Information Return and other required City and Provincial submissions
- Act as agent for the Corporation in any legal proceedings, including eviction
- Maintain records for the Corporation
- Work co-operatively with March of Dimes Canada which is a major tenant serving multiple clients
- Maintain strong relationships with stakeholders including the City of Ottawa Housing & Homelessness group
- Maintain knowledge of current laws, regulations and directives that impact the Corporation; such as, but not limited to, *Ontario Residential Tenancies Act*, the *Ontario Human Rights Code*, *Accessibility for Ontarians with Disabilities Act* and those related to safety and health

TENANCY AND OFFICE ADMINISTRATION

- Receive and follow up on tenant complaints or concerns
- Liaise with the Social Housing Registry for maintenance of the Rent Geared to Income (RGI) waiting list
- Arrange tenant selection interviews and viewings
- Receive and process applications and withdrawal notices and internal moves
- Set up and maintain tenant files
- Receive and process tenant fees, deposits and rent
- Communicate tenant policies to each tenant and ensure compliance
- Administer the City of Ottawa RGI program including preparation and distribution of annual reviews, income verification and subsidy calculations
- Set up and maintain the Corporate office including filing system

- Oversee and direct a contracted staff custodian, and any sub trades or contractors on site
- Provide on- site office hours as dictated by the Board of Directors; generally, Monday to Friday with stipulated minimum number of hours per week
- Be available for emergency calls outside of regular working hours which may require returning to the housing community to resolve
- Provide extra hours, as required, for meetings, emergencies and any number of unplanned occurrences up to a monthly maximum. (Any extra hours of work above and beyond the stipulated maximum to be taken as “time in lieu of” at time and one half)

BUILDING MANAGEMENT

- Ensure that appropriate emergency, corrective and routine maintenance programs are in place
- Administer all service and utility contracts
- Liaise with consultants and trades to carry out repairs
- Coordinate with the contracted staff custodian to ensure all duties are completed
- Manage, with Board assistance, the capital grants process from application, vendor selection through to completion of the project
- Ensure seven environmental units are managed according to specific requirements

BOOKKEEPING AND FINANCE

- Assist the Corporation’s accountant in preparation of monthly financial statements
- Assist the Corporation’s accountant and auditors in the preparation of the annual audited financial statements
- Prepare and submit bank deposits and monitor an automated rent collection system in Yardi
- Manage accounts receivable and tenant arrears
- Prepare all invoices and arrange for cheques to be signed
- Purchase small items for the office and buildings using a corporate credit card
- Ensure that adequate insurance coverage is maintained in compliance with the City of Ottawa directives

GENERAL

- Performs other related duties consistent with the duties above

Essential Qualifications

- Post-secondary degree or diploma in administration, social sciences, business or a related field
- Minimum five years experience in social housing environment related to duties and responsibilities as described above
- Knowledge of property management practices, the *Ontario Residential Tenancies Act*, *Ontario Housing Services Act*, *Accessibility for Ontarians with Disabilities Act*, *Municipal Freedom of Information and Protection of Privacy Act*, *Personal Health Information Protection Act*, Landlord Tenant Board processes and the social housing sector
- Advanced verbal and written communication skills in English

- Ability to use Microsoft Word and Excel at an intermediate level
- Ability to manage conflict
- Strong interpersonal skills
- Ability to adapt to change

Asset Qualifications

- Experience using Yardi property management software
- Experience using Dropbox and Zoom
- Experience in providing housing services for clients with environmental sensitivities
- First Aid Certification

Additional Information

- Criminal record check required

Applications accepted until April 24, 2025. Please submit Resume and a Cover Letter to info@barrhavennonprofithousing.ca. We thank everyone who applies but only those selected for an interview will be contacted.