



Position Title: Operations Manager

Location: Toronto, Ontario

Reports To: Chief Operating Officer (COO)

Works Closely With: Director of Tenant Services; Director of Maintenance

Direct Reports:

- Senior RGI Administrator
- Lease Administration and Enforcement Clerk

Total annual compensation package: over \$80,000

Organizational Overview:

Circle is a social housing provider with a scattered portfolio across Toronto, including communities in Etobicoke, the central core, and a strong concentration in the eastern part of the City and Scarborough. We are committed to supporting vulnerable tenants with stable, safe, and affordable housing and providing equitable service delivery across our diverse communities.

Position Summary:

The Operations Manager is a key leadership role responsible for ensuring effective administration and compliance across our housing operations. This role provides strategic oversight of rent-geared-to-income (RGI) administration, lease and arrears enforcement processes, and system integrity in housing operations platforms such as RentCafe. The Operations Manager ensures seamless coordination between departments to deliver consistent, accurate, and timely tenant service while supporting housing stability and regulatory compliance.

Key Responsibilities:

1. RGI Administration and Annual Review Oversight

- Provide oversight of all RGI administration processes.
- Approve RGI calculations and ensure they are accurately posted in the housing management system.
- Track and ensure timely completion of annual reviews.
- Coordinate closely with the Tenant Services (TS) team to gather supporting documentation and tenant communications.
- Oversee and ensure completion of procedures related to over housed households.

2. RentCafe Portfolio Management

- Manage Circle's use of RentCafe to ensure correct execution of:
 - Over housed procedures
 - Vacancy tracking
 - Internal transfer processes
 - Other housing processes as applicable
- Ensure consistency with City of Toronto and internal policies.
- Collaborate with the TS team, who remain the primary tenant-facing contacts.

3. Lease Administration and Compliance

- Monitor compliance with move-in and move-out procedures.
- Maintain and oversee Circle's internal waitlist in accordance with City of Toronto guidelines.
- Ensure internal policies are followed and appropriate documentation is retained.

4. Arrears Management and Enforcement

- Have overall responsibility for arrears management strategy and procedure.
- Supervise enforcement processes and support coordinated repayment efforts.
- Provide back-up support to the Lease Administration and Collections Clerk.
- Participate in monthly enforcement review meetings with the COO and Director of Finance.

5. Other

- Provides backup coverage/support to the office manager
- Other duties related to the day-to-day operations of Circle LandTrust, as assigned by COO

Qualifications:

- Minimum 5 years of experience in social housing.
- Must have strong knowledge and background in RGI administration, applicable legislation, and City of Toronto requirements.
- Proven experience managing teams and working across departments.
- Experience with property management software (e.g., Yardi/RentCafe) is an asset.
- Excellent communication, coordination, and analytical skills.
- Strong commitment to housing equity and tenant-centered service delivery.
- Must have regular access to a vehicle and a valid driver's license for occasional travel across the housing portfolio.

**Working Conditions:**

This position is based in Toronto and requires travel across Circle's housing portfolio.

Occasional evening or weekend work may be required.

How to Apply:

Interested candidates should submit a resume and cover letter detailing their qualifications and interest in the position to info@circlelandtrust.ca.