

Manager Operations, Tenant Services # 8189

Department: Community & Health Services

Branch: Housing Services

Location: Hsg - Ops 17150 Yonge St - Newmarket, ON L3Y 8V3 CA (Primary)

Hybrid work opportunities may apply - CA

Status: Regular Full-Time

Salary: Annually

Salary Grade: \$128,198.00 -
\$150,794.00

Union: Non Union Staff

ABOUT US

Almost 1.2 million residents call York Region home, making it one of the largest regions in Canada – and the fastest growing with a population that's expected to grow to more than 2 million by 2041. Our geography, which is comprised of about 1,800 square kilometers over nine different municipalities, is as beautiful, interesting and diverse as our people. Local government is organized in a two-tier structure and we work together with our local municipalities to provide residents and businesses access to a broad selection of services and resources.

WHAT WE OFFER

Consistently named one of Canada's Best Employers by Forbes, we offer a collaborative, progressive workplace that takes pride in our organizational culture and is committed to living The 13+ Factors of Psychological Health and Safety in the Workplace – aligned with our vision to create strong, caring and safe communities both within and outside our walls.

- **Defined Benefit Pension Program** - With the Ontario Municipality Employees Retirement System (OMERS) defined benefit pension plan, you can confidently retire knowing that you will have income for life. Eligibility from date of hire as a full-time employee and includes employer-matched contributions.
- **Employer of Choice** - Recognized as the highest-ranking government employer in Canada and fourth overall among 300 organizations.
- **Benefits and Wellness** - Employees and their loved ones have access to a comprehensive employer-paid benefits plan that includes extended health, dental and life insurance, access to a 24/7 Employee and Family Assistance Program and corporate discounts and purchase plans for day-to-day products and services.
- **Inclusive and Diverse Workforce** - We're committed to fostering an environment that celebrates all dimensions of diversity and ensures everyone can develop to their full potential, participate freely in society and live with respect, dignity and freedom from discrimination. Our robust Inclusion, Diversity, Equity and Accessibility program continues to grow, and has been recognized by the United Nations and many other organizations for our leadership.

ABOUT THE ROLE

Reporting to the Director, Housing Operations, is responsible for leading the property management program of Housing York and providing service oriented and efficient business processes in delivery of the program; providing leadership and motivation for the property management team in the delivery of quality tenant services for Housing York Inc., that build and sustain healthy communities, including tenant engagement strategies, fiscal management, effective preventative and repair maintenance programs, delivery on lease obligations and addressing tenancies challenges through supportive, creative and accountable approaches to problem solving.

WHAT YOU'LL BE DOING

- Leads delivery of the user friendly tenant services and property management program for Housing York Inc., including, promotion of tenant engagement, leasing and lease administration, supporting community partnerships proactive and responsive maintenance programs to provide safe, secure and healthy housing communities.
- Supervises the Corporation's conduct in relation to the Residential Tenancy Act and its appearances at Landlord & Tenant Board.
- Oversees the development and implementation of business processes that drive efficiency and value and the need for effective user friendly services.
- Assists with the strategic planning, priority setting and implementation for Housing York Inc.

- Contributes to the Housing York Inc. annual business plan including identifying related key performance indicators, goals, objectives and determining human resources capacity; supervises delivery of related portions of action plan for achieving results including regular evaluation and reporting of targets and outcomes.
- Prepares briefing materials, board reports, background papers and reports on sensitive tenant relations
- Assists with strategies and policies that respond to the diversity of tenant needs, such as cultural initiatives, service linkages with agencies and other Regional Departments, and meet the needs of tenants and the community for input into operational decisions.
- Chairs the Transfer Review Committee/Applications Review Committee; reviews and approves transfers; participates in other committees, task forces and conferences, as required.
- Communicates in an empathic way with tenants relating to sensitive matters, customer service concerns and legal matters relating to their tenancy
- Responds to public and stakeholder inquiries in a timely and sensitive manner.
- Proposes and implements customer service strategies to respond to diverse and complex external needs.
- Ensures quality assurance activities are implemented that monitor program effectiveness and support continuous improvement
- Supervises staff, including recruitment, selection, hiring, , assigning work, determining training and development needs, conducting performance appraisals and determining/recommending disciplinary action up to and including dismissal in accordance with collective agreements, Regional policies and practices.
- Assumes the functions of the Director, in that person's absence, as directed.
- Performs other duties as required to meet Divisional/Branch and Departmental objectives.

WHAT WE'RE LOOKING FOR

- Successful completion of a University Degree in Social Sciences, Business Administration, Urban Studies or a related discipline or a recognized property management designation by an accredited institution such as I.H.M. in the field of property management or approved equivalent combination of education and experience.
- Minimum five (5) years progressive experience in property management or project management or social science field, including demonstrated managerial or leadership experience.
- Valid Ontario Class "G" Driver's License and reliable vehicle for use on corporate business.
- Knowledge of related legislation, policies and procedures.
- Knowledge of housing programs, related policies, procedures and processes and the ability to understand, interpret and apply related legislation.
- Knowledge of budget process and business planning.
- Leadership ability to motivate staff and foster a positive team environment.

Please apply online at <https://york.hua.hrsmart.com/hr/ats/Posting/view/8189> by **5:00PM EST of the closing date November 10, 2025.**

All employment opportunities are recorded on a 24-Hour Career Line and may be accessed by calling 1-877-464-9675 ext. 75508. We thank all candidates for their interest; however, only those selected for an interview will be contacted. Please be advised, York Region uses email as the primary means of communication with candidates and does not use AI technology in any part of the recruitment process. Please ensure your email address is up to date, checked frequently (including your spam folder), and accepts messages from unknown users.

Replacement ☒

Replacement – Converted Position ☐

Addition to Staff ☐

York Region is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. We respect, encourage and celebrate our diversity, aiming to build a qualified workforce that reflects the population we serve. Should you require an accommodation under the [Human Rights Code](#) during the recruitment and selection process, including accessible formats and communication supports, please email careers@york.ca or call 1-877-464-9675 extension 75506. Accommodations for applicants with disabilities are available upon request during recruitment processes and throughout employment.

PROGRESSIVE. COLLABORATIVE. ACCOUNTABLE.

Draw on your passion. Shape our community.

