



About VPCH

Incorporated in 1974, Victoria Park Community Homes is one of the oldest and largest private non-profit housing corporations in the Province of Ontario. Our portfolio that we own and manage has grown to over 3,122 apartments, townhouses, and single-family homes located across Southern Ontario.

Join our Team!

Victoria Park Community Homes is built on a strong foundation of teamwork, collaboration and entrepreneurship. It is this foundation that attracts and retains our passionate, dedicated workforce and fuels our competitive spirit and desire to be the affordable housing provider and manager of choice in the communities that we serve.

**We have an immediate opening for a full-time, permanent,
MANAGER, RESIDENT & PROPERTY SERVICES**

Position Summary:

The person in this role will be responsible for overseeing the delivery of property management services to our clients that encompass sound business practices to ensure maintenance of capital assets, housing affordability, resident stability and financial success through our four (4) pillars of service: Corporate & Legal, Finance, Resident & Property Services and Capital Assets & Infrastructure.

Salary Range: \$85,885 - \$96,620/ 35 hours per week

What's in it for you?

At Victoria Park Community Homes, we value you, your contributions, and your commitment. As part of our competitive salary and compensation package, we offer a full range of benefits, including:

- Company-paid extended health coverage that includes medical, dental, vision and EFAP.
- Paid Professional Training and Development & Education Reimbursement
- Frequent Employee and Team Building Events
- DC Pension Program with up to 6% employer matching.
- Generous vacation and additional paid time off.
- Opportunities for community involvement.

And more!



What will you be doing?

Governance and Organizational Management

- Understand the legal requirements of non-profit and condominium corporations and ensure all legal corporate filings are completed, including but not limited to Form 1.
- Review and ensure understanding of relevant legislation and can negotiate legal interpretation among Service Managers when differences occur.
- Provide reports and business cases to the Chief Executive Officer and Chief Operating Officer, as required.
- Provide reports for meetings of the Board of Directors and/or Committees as required.
- Attend Board and Committee meetings as required.
- Review existing processes and systems and remove any barriers to ensure effective property management business delivery that meets the goals of the various clients we serve.
- Liaise with Board members, Residents, official groups, partners, agencies and government departments and advance the interests of the Corporation through representation at meetings, promotions and strategic partner development.
- Assume all managerial responsibilities as defined by the Occupational Health and Safety Act.
- Develop and maintain solid relationships with Service Managers and other organization representatives associated with corporate partnerships.

Administrative Systems

- Develop and maintain operational strategies for cost efficiencies, revenue optimization, Resident satisfaction, and business growth.
- Administer the use of the Yardi Property Management software and ensure proper use of same.
- In concert with the Chief Financial Officer, contribute to the preparation of the Administrative and Annual Operating Budgets to ensure that fiscal responsibilities and service levels are achieved within the financial planning framework on behalf of our clients.
- Develop and implement Property Management operating reporting systems and procedures to ensure accurate measurement of operations.
- Work to resolve operational challenges that cross departmental lines and/or sister corporations.
- Assist the Chief Executive Officer and Chief Operating Officer with the design and implementation of corporate strategies, including fiscal management.
- Assist in the preparation of the Client's Annual Reports as required.
- In concert with the Management Team, develop and implement corporate policies and procedures; monitor results; ensure compliance and recommend changes to the Chief Executive Officer and Chief Operating Officer when required. Provide summary reports as required by the Chief Executive Officer and Chief Operating Officer.
- Develop strategies where necessary to overcome negative budget variances.

Asset Management

- In concert with the Director, Capital Assets & Infrastructure, prepare the multi-year capital plan for presentation to the Board and/or Committees.



- Monitor and report regularly to the Chief Executive Officer and Chief Operating Officer and the client (if applicable) on the plan's progress.
- Oversee the preventive maintenance program.

Resident Selection and Household Administration

- Review staff decisions that are appealed with respect to tenant evictions, appeals, and complaints. Explain and defend the decisions made on such matters.
- Where appropriate, sit as an impartial member of the Internal Appeal Committee.
- Establish and execute practices to accomplish key performance goals that:
 - Minimize arrears
 - Control vacancy loss
 - Limit bad debts
 - Manage discretionary costs within an established budget
 - Identify capital needs
- Administer and monitor eviction prevention principles.
- Fulfill Residential Tenancies Act requirements regarding issuance of all Notices to tenants.
- Review transfer requests in accordance with the Transfer Policy of the Corporation.

Leadership

- Provide a style of leadership which will generate enthusiasm, credibility, integrity, inclusivity, confidence and teamwork.
- Maintain good public relations and standards with government agencies and outside organizations.
- Explore partnerships and opportunities with the community and government agencies that advance the objectives and contribute to the financial and social integrity of the housing providers under management.
- Provide continued education to Resident Managers and Property Managers about corporate policies, legislation, and acceptable practices.
- Ensure compliance with the Corporation's processes and policies to ensure consistent application of rules and regulations.
- Promote and foster the positive image of the Corporation with Residents, other sector organizations, professionals, and the public.
- Ensure that timely performance management reviews are regularly completed for all Resident and Property Services employees.
- Participate on committees, working groups, and task forces dealing with housing and related issues.
- Complete orientation and onboarding of new employees.

Legal & Corporate Requirements

- Negotiate commercial contracts and leases including new contracts and renewals as required
- Respond to RFPs for new Property Management opportunities, as required.
- Negotiate all insurance and subsequent renewals required by the corporation, including but not limited to, Liability, Directors and Officers and Property Insurance.



- Keep client's By-Laws and Policies up to date and relevant.

What will you need?

- Community College Diploma in social science or a recognized Property Management designation (CPM, AIHM), combined with a minimum of two years' experience in social housing administration or property management.
- Comprehensive understanding of the rental housing market with specific emphasis and understanding of the non-profit housing field.
- Thorough understanding of the Housing Services Act, the Residential Tenancies Act and other relevant legislation.
- A lesser level of education coupled with extensive relevant experience may be considered but a broad understanding of the social housing market and a comprehensive understanding of the non-profit housing sector is of primary importance.

Special Requirements & Working Conditions

- Must be bondable.
- Regular hours of employment are 8:30 a.m. to 4:30 p.m. Monday to Friday with a considerable amount of work required outside regular hours.
- Occasional travel may be required.
- Parking will be provided on-site.
- The position is based at the Head Office located at 155 Queen Street North, Hamilton,
- Considerable time may be spent in front of a computer.
- Work is diverse and complex, requiring a significant amount of independent judgment. Decisions and/or actions have a significant impact on the organization.
- Manages a major organizational department in collaboration with other managers.
- Develops and administers the departments budget and makes crucial inputs into the overall budget and operations of the company's financial systems.

Apply Now!

For more information on our Company, please visit our website at www.vpch.com.

To apply, please *submit your resume and cover letter by **Friday, May 8th, at 4pm.***

Victoria Park Community Homes will accommodate people with disabilities throughout the recruitment and selection process. Applicants are requested to make their needs known in advance if accommodation is required.

We appreciate the interest of all applicants in employment opportunities with Victoria Park Community Homes. Only those selected for an interview will be contacted.

No phone calls or placement agencies, thank you.