

Housing Manager, Central—Métis Urban Housing Corporation

Locations: Edmonton

Positions : 1

Closing Date: January 21, 2022

Position Status: Full Time (37.5 hrs. per week)

THE ORGANIZATION

Métis Urban Housing Corporation (MUHC), an affiliate of the Métis Nation of Alberta, was **incorporated in 1982** to provide **subsidized, adequate and suitable** housing to low and moderate income Indigenous families in Alberta. We currently have 507 units in 14 **urban centres** funded by the Federal Government through Alberta Seniors and Housing. MUHC employs over 40 full and part time staff; together we oversee tenant relations and property management needs for thousands of tenants. Unlike any other subsidized property management company in Canada, we offer housing across the province of Alberta and are the **largest Indigenous housing provider in Alberta**. For more information about Métis Urban Housing and it's sister organization Métis Capital Housing Corporation (MCHC), visit our website at www.metishousing.ca

THE OPPORTUNITY

The Central Region Housing Manager is responsible for managing the Edmonton office housing services provided by Métis Housing.

KEY RESPONSIBILITIES

Working under the supervision of the Director of Housing the Housing Manager, Central Region will perform the following job duties, including but not limited to:

- Implements and enforces Métis Housing policies and procedures and ensures compliance with the Residential Tenancy Act and regulations, housing tenancy agreements and house rules; assist to formulate strategies and tactics to mitigate violations.
- Assign units to prospective tenants.
- Reviews and approves staff performing rent calculations and changes, verification of income, rent intake and deposits move-in/ move-out procedures, and lease renewals.
- Oversees quarterly home visits conducted by Tenant Relations Officers
- Provides guidance and advice on complex tenancy issues.
- Participates and guides staff in effectively resolving difficult tenant issues and disputes, including preparation for and involvement in Alberta RTA hearings.
- Authorizes notices to end tenancy once reviewed with the Director of Housing.
- Assists staff to promote positive tenant involvement in Métis Housing complexes.
- Ensures and monitors the appropriate handling of tenant files and protection of personal information.
- Assist with monthly and fiscal responsibilities in regards to reports on vacancy, rent collection and arrears.
- Ensures tenant files and the related PTM database is accurate and complete.
- Monitor rent arrears.
- Review tenant transfer requests with the Director of Housing.
- Manages and directs the Edmonton tenant administration staff which includes Tenant Relations Officers and Site Managers.
- Ensures the Tenant Administration department staff receive an orientation to the organization and appropriate training is provided.
- Monitor the performance of the Tenant Administration department staff on an on-going basis and conduct annual performance reviews.
- Coaches and mentors staff as appropriate to improve performance.
- Disciplines staff when necessary using appropriate techniques; recommendation to Director of Housing in regards to releasing staff when necessary.

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KEY RESPONSIBILITIES (cont.)

- Performs other duties as required.
- Liaises with community associations, agencies and stakeholders.
- Represents the organization at community activities to enhance the organization's community profile.
- Participates on in-house or off-site committees, task forces and special projects as required.

QUALIFICATIONS

Education

- Post secondary education/diploma in Business or Finance.
- Minimum of 3-5 years of property management experience and equivalent combination of education and relevant work experience.

Professional Designation

- None

Knowledge, Skills, and Abilities

- Knowledge of Property Management.
- Knowledge of Alberta Residential Tenancies Act.
- Proficient in using computer programs such as MS Office (Word, Excel, PowerPoint), MS Outlook and the internet.
- Proficient in the use of database programs.
- Proficient in the use of office equipment such as computers, voice mail, fax, scanner and photocopier.
- Excellent organizational skills, including the ability to efficiently respond to numerous demands, short time deadlines, complex and varied inquiries from contractors and tenants.

WORKING CONDITIONS

- Works in an office environment usually a standard workweek; some overtime may be required.

WHAT WE HAVE TO OFFER YOU

- The opportunity to work with a non-profit Indigenous organization.
- Helping to make a difference in the lives of Métis and other Indigenous peoples .
- A comprehensive benefits plan including: life insurance, disability, health, and dental.
- Generous vacation time
- Personal time off days
- Employer matching RRSP
- Personal development
- Competitive compensation

HOW TO APPLY

Applicants should send a resumé and cover letter outlining how they meet the specific requirements of the position by email to: hr@metiscapital.ca or by Fax: 587-855-6470. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.