

Housing Manager, South—Métis Urban Housing Corporation**Locations:** Calgary**Positions :** 1**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 Housing Manager, South, is responsible for overseeing housing services within the South Region for Métis Housing. This role ensures compliance with organizational policies, housing regulations, and tenancy agreements while supporting tenant relations, financial oversight, and staff management.

KEY RESPONSIBILITIES***Housing and Tenant Management***

- Implement and enforce Métis Housing policies and procedures, ensuring compliance with the Residential Tenancy Act, tenancy agreements, and house rules.
- Assign units to prospective tenants and oversee the leasing process.
- Review and approve rent calculations, income verification, deposits, lease renewals, and move-in/move-out procedures.
- Oversee quarterly home visits conducted by the Tenant Relations Officers.
- Provide feedback to improve tools and systems that educate tenants and promote adherence to housing policies.
- Support housing staff in addressing complex tenancy issues and disputes, including RTA preparation and hearings.
- Guide staff interactions with tenants regarding complaints, violations, applications, and transfer requests.
- Organize and participate in tenant and staff events across various locations.
- Authorize notices to end tenancy, in consultation with the Director of Housing.
- Promote tenant engagement and responsibility for maintaining units and common areas.
- Ensure proper management and confidentiality of tenant files and databases.
- Assist in preparing reports on vacancies, rent collection, and arrears.
- From time to time, management may assign other duties or special projects as needed to meet the goals and objectives of the department. The employee will receive clear instructions and guidance to complete such assignments successfully.

Financial Management

- Monitor rent arrears and approve chargebacks.
- Review tenant transfer requests with the Director of Housing.

Human Resources Management

- Foster a positive, healthy, and safe work environment in compliance with legislation and regulations.
- Assist the HR department and Director of Housing in recruiting, interviewing, and selecting staff.
- Ensure proper orientation and training for new employees.
- Conduct ongoing performance monitoring and annual performance reviews.
- Provide coaching and mentorship to enhance staff performance.
- Address disciplinary matters as needed in consultation with the Director of Housing.

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Locations: Edmonton

Positions : 1

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KEY RESPONSIBILITIES (cont.)***Community Relations***

- Develop and maintain relationships with community associations, agencies, and stakeholders.
- Represent the organization at community events to strengthen its profile.
- Participate in internal and external 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

Core Competencies

- **Property Management Expertise:** Strong knowledge of property management principles and best practices.
- **Regulatory Compliance:** Comprehensive understanding of the Alberta Residential Tenancies Act and its applications.
- **Technical Proficiency:** Proficient in MS Office (Word, Excel, PowerPoint, Outlook) and database management systems.
- **Administrative and Operational Skills:** Ability to effectively use office equipment such as computers, voicemail, fax machines, scanners, and photocopiers.
- **Organizational and Time Management:** Strong ability to manage multiple priorities, meet deadlines, and handle high workloads efficiently.
- **Problem-Solving and Decision-Making:** Demonstrated ability to analyze situations, resolve conflicts, and make sound decisions.
- **Communication and Interpersonal Skills:** Excellent verbal and written communication skills to interact with tenants, staff, and stakeholders.

WORKING CONDITIONS

- Fully an office-based role with occasional overtime, remote work is not available.
- Ability to travel within Alberta. A car rental is provided.
- Exposure to stressful situations when managing tenant relations and emergency issues.
- May be exposed to uncomfortable living conditions during home visits and inspections.

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. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.