

## **Job Description Property Administrator**

### **Organization Overview**

The Society of Saint Vincent de Paul of Vancouver Island (“the Society”) has been supporting people in need on Vancouver Island since 1916. Focused on impacting the lives of people affected by poverty, the Society offers emergency relief services while maintaining a focus and commitment to addressing the root causes that contribute to poverty in our communities. Through a variety of programs, the Society provides support through affordable housing, a food pantry, home visit program, day program for persons with developmental disabilities and thrift stores providing clothing and household items to those in need, to name a few.

### **Position Summary**

Reporting to the Property Manager, the Property Administrator is responsible for assisting and supporting the Property Manager with the administration and day-to-day functions of the property management department including relief coverage for the Property Manager when necessary.

This position is full-time, permanent, Monday through Friday, 37.5 hours per week based out of the Administration office at 4353 West Saanich Rd.

### **Primary Responsibilities (includes but are not limited to)**

#### **Assist the Property Manager with the following:**

- Coordinating the completion of work orders for maintenance based on information from tenants, Society Managers, technicians, and information gathered from site visits
- Drafting memos and/or making phone calls to tenants and Society Managers related to lease issues and preventative maintenance scheduling
- Issuing keys to technicians/vendors, keeping logs of who has keys, and ensuring return of said keys
- Performing all necessary functions to facilitate Residential Tenant “Move In” and “Move Out” procedures including:
  - Informing the residential tenant of the lease obligations, presenting them with keys, notifying them as their expiration date approaches, and informing them of their obligations upon move out
  - Writing work orders related to turnovers
  - Processing security deposit returns

- Maintaining logs related to:
  - Preventative Maintenance Schedules
  - Project Lists for individual properties
  - Residential Unit Turnover List
- Assisting with obtaining bids such as, but not inclusive of, snow removal, landscaping, waste removal, including maintenance/repairs quotes
- Assisting with annual inspections of Society property
- Assisting with the annual rent review process for rent geared to income buildings
- Assisting with the collection of monthly rent from tenants
- Assisting with maintaining of all contracts

#### **Administrative Tasks within Property Management Dept**

- Attending, taking minutes, and preparing monthly meeting packages for the monthly Health & Safety Committee meetings
- Ensuring Resident Handbooks are current for each of the resident buildings
- Ensuring Emergency Handbooks are current for all Society Buildings
- Ensuring all property management forms are current and relevant
- Ensuring tenant repair requests are properly documented, tracked, and up to date
- Working with the Property Manager ensuring that Property Management Policies are current and relevant

#### **Education and Experience**

- Minimum 2 years of recent, related experience in administrative support required
- Experience working in a non-profit environment with affordable and rent-geared-to-income housing preferred
- Experience in the property management field preferred
- Working knowledge of the Residential Tenancy Act
- Excellent computer skills with proficiency in Microsoft Office Suite.

#### **Knowledge, Skills, and Abilities**

- Knowledge of the BC Housing Registry
- Excellent oral, written, and interpersonal communication skill
- High level of organizational skills, attention to detail and problem-solving skills
- Ability to work well under pressure and with competing priorities

#### **Additional Requirements**

- Drivers Abstract is required
- A personal vehicle insured for business is preferred
- Criminal Record Check through the Ministry of Public Safety and Solicitor General prior to hiring is required