



www.civida.ca

E: help@civida.ca

P: 780-420-6161

F: 780-426-6854

10232 112 Street NW

Edmonton, AB T5K 1M4

JOB POSTING

Position: Property Manager

Location: Edmonton

Term: Full-time, Permanent

At **Civida**, HOME is our focus. We are the largest provider of social and affordable housing in the Edmonton area, managing over 4,500 social housing rental units and over 700 near market housing rental units. We offer both townhouses and apartments throughout the city. We welcome the opportunity to provide our families and individuals with a safe and secure place to call home. Visit Civida for more information.

The Property Manager leads a site-based property management team, responsible for ensuring that Civida provides high quality, customer focused, residential property management services to tenants. This includes all tenancy and program requirements for the Community Housing, Near Market and Mixed Income Programs. The Property Manager is responsible for ensuring that the properties are maintained in alignment with Civida's strategic plan, delivering quality property management to our tenants.

Civida corporate values are core to the organization. We strive to hire individuals who possess these behavioral competencies at all levels of the organization.

- Integrity: Act with respect, embrace diversity and treat everyone with empathy and fairness.
- Diligence: Use the best information to focus on positive change and solutions.
- Stewardship: Exercise responsible management of our housing and resources.
- Authenticity: Foster an environment of accountability where all feel safe to work collaboratively and transparently.
- Investment: Invest in the success of our employees and customers.

Specific Accountabilities:

Key Responsibility 1: Leadership (30%)

- Provide leadership, management, and support to the Property Management team.
- Develop a high functioning, collaborative team with a responsive and proactive culture, Establishing synergies in the team.
- Contribute to continuous improvement, advise opportunities for efficiencies.

A horizontal bar at the bottom of the page, divided into several colored segments: green, blue, yellow, purple, orange, purple, and red. The text 'Life starts with a home.' is written in white on the red segment.

Life starts with a home.



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- Contribute to recruitment and hiring decisions.
- Manage to the Collective Agreement.
- Define and assign work duties, leading and supporting position and classification processes.
- Ensure new and existing staff have proper training and resources to provide professional and competent service delivery.
- Ensure performance management of site-based staff, including goal setting, coaching, performance improvement processes and disciplinary measures.
- Develop succession planning and coach and mentor team for future internal growth opportunities.
- Ensure safety and wellbeing of site-based teams.
- Liaise with Human Resources to address HR specific needs and for the successful resolution on employee relation matters.
- Meet regularly with other managers for the exchange of information and ideas and collaborate in the development of new practices and effectiveness of operations.
- Participate in the development of the organization's strategy and business plans.
- Participate in the development of policies and procedures and keep department staff informed of changes and new practices.
- Maintain knowledge of trends and developments in the social housing and property management fields.
- Attend leadership meetings as required.
- Lead corporate strategic initiatives as assigned.

Key Responsibility 2: Property Management Services (50%)

- Manage the property management components in the Community Housing, Near Market and Mixed Income programs in accordance with the Residential Tenancies Act, the Alberta Housing Act, funding agreements, and corporate policies.
- Motivate site-based team to improve service delivery and customer satisfaction.
- Responsible for maintaining safe homes and neighborhoods for Civida tenants.
- Implement and monitor all procedures required for the efficient and effective operation of the department, updating, and making changes as required.
- Ensure that all properties are maintained to a standard that effectively meet the objectives of Civida and within the guidelines as set out for the programs.
- Manage and oversee the leasing process in accordance with the applicable legislation for assigned portfolio to maximize revenue generation, including regular rent reviews.



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- Manage and oversee the Annual Income Review and rent setting processes to ensure compliance with Social Housing Accommodation Regulation (SHAR).
- Manage and oversee the pest management function for the Community Housing, Near Market and Mixed Income programs to meet objectives of Civida.
- Responsible for managing after hours and emergency maintenance process and receiving after hours calls that are escalated.
- Manage and coordinate the property management responsibility for insurance claims process and requirements.
- Review and audit work orders, requisitions, service requests, inspections and other forms for completeness and accuracy.
- Collaborate with the Capital Development team on ongoing capital projects; providing maintenance perspectives and needs to new capital projects during design stage.
- Collaborate with the Customer Experience Management team to best serve tenants in a respectful, trauma-informed manner.
- Provide feedback and actively work with Projects Planning and Delivery team for building and unit handovers. Manage warranty call outs and liaise with internal teams.
- Work with the Procurement department to administer the tendering procurement process; attend pre-bid and start-up meetings, review tender documents.
- Assist with creation of specs and scopes of work for operating maintenance and service contracts. Provide contract value estimates and assist with finding different vendors as needed.
- Coordinate consultants, contractors, and business partners (including government) to obtain approvals of planning and construction and access arrangements.
- Ensure that repairs and improvement works are delivered on time, meeting contract cost and quality obligations to the satisfaction of tenants.
- Implement value engineering, energy efficient solutions and innovative technology.
- Ensure the effective resolution of site-based complaints and non-compliance issues.
- Manage maintenance service contracts for Civida properties, making recommendations and facilitating resolutions as required.
- Inform the Director of Housing and other senior management of events of a significant nature and of the general operations of the department as required.
- Manage and perform quality control inspections and assessments.

Key Responsibility 3: Financial Management and Reporting (15%)

- Manage as per budget for defined district.

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- Provide support and information to the Director of Housing and VP, Property Portfolio Management to set and monitor budgets, in addition to community housing, near market and mixed income budgets.
- Work in collaboration with the Finance team to prepare department budget figures for financial forecasting and input into the annual budget for Community Housing, Mixed Market and Near Market properties, identify any variances from planned budget to actuals, identify trends.
- Monitor the department's statistics, including rent arrears, vacancy, tenant charge backs, vendor chargebacks and contractual charging errors. Communicate with vendors as needed.
- Approve the purchase of parts and supplies and services.
- Ensure that the calculation of tenant rents and charges is done in accordance with legislation.
- Review all invoicing charged to operating maintenance, auditing for accuracy.
- Provide approval and guidance in accordance with current budget allowance and organizational direction.
- Report on grants spending, summaries, and final statement.

Key Responsibility 4: Community Relations (5%)

- Liaise with government organizations and agencies on matters related to property management services.
- Engage with community agencies to develop ongoing and mutually beneficial partnerships.
- Assist with Tenant Centers and coordinate maintenance, inspections and any other initiatives proposed by the tenant Centre's organization.
- Attend Community Engagement info sessions, talk with residents and provide general tenancy and maintenance information.
- Work closely with the City of Edmonton and Alberta Health Service on urgent matters related to the property upkeep.
- Return tenant calls and attend site meetings with tenants as needed. Mediate conflict and tenant concerns.
- Ensure tenants are dealt with in a professional, fair and consistent manner.



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Qualifications - Minimum and Preferred (Education, Certification, Degree, Concentration, Skills, Knowledge):

- Bachelor's degree with a minimum of 8 years' management and related experience preferably in a unionized environment.
- Minimum 3 years in a property management role.
- Knowledge of the Residential Tenancies Act and regulations is required.
- Knowledge of the Alberta Housing Act and regulations.
- knowledge of the Alberta Building Code, Fire Code and Occupational Health and Safety Regulations.
- Construction project management principles and procedures.
- Highly effective project management, prioritization, multi-tasking, and time management skills to meet deadlines.
- Knowledge of full cycle property management and building maintenance in residential settings.
- Knowledge of residents in the vulnerable sector.
- Knowledge of outside community organizations and resources, relating to tenant support and assistance.
- Keep informed of current trends and developments in the property management field.
- Must possess excellent oral, written and interpersonal communication skills.
- Ability to develop and maintain strong professional relationships with internal and external stakeholders and work effectively with all levels.
- Ability to interpret and facilitate service contracts.
- Highly effective project management, prioritization, multi-tasking, and time management skills to meet deadlines.
- Ability to manage teams.
- Problem-solving and consensus building skills necessary for addressing sensitive business problems.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally.
- Attention to detail in all areas of work.
- Ability to interpret and implement company policies and procedures.
- Strong computer skills and ability to work with Microsoft Office suite of business programs.
- Personal vehicle required for work use, including valid driver's license, driver's abstract and proof of insurance.



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How to Apply

Interested applicants must send in a resume with a cover letter explaining why they are interested in the position and why they believe they would be a strong candidate. The resume should set out relevant work experience and any volunteer experience that provides a picture of how the candidate fits with the position requirements.

We thank all applicants for their interest. Only individuals selected for interviews will be contacted. The successful applicant will be required to undergo a Police Information Check.

Send cover letter and resume to Human Resources email: careers@civida.ca

Closing Date: February 1, 2023

Competition #2307