

JOB DESCRIPTION

BCGEU

1. Position No. Various Positions	2. Descriptive Working Title Property Portfolio Manager		3. Present Classification AO IV
4. Department Regional Operations	5. Branch/Section Operations	6. Work Location Telework Eligible	Date March 2015 Revised Nov 2020; Dec 2021
7. Position No. of Supervisor 80160, 80161, 23009, 23011, 23010	8. Descriptive Work Title of Supervisor Regional Operations Manager Regional Director		9. Classification of Supervisor Excluded Management
10. Job Summary:			

The Property Portfolio Manager (PPM) is responsible for the management and control of property management and tenant support services for all directly managed social housing, and in some cases, group homes and market-housing properties within an assigned area. The tenant population is diverse and includes seniors, people with mental or physical disabilities, substance addictions, individuals at risk of homelessness, women and children fleeing abuse, First Nations peoples and low-income families.

He/She/They contributes to the development and implementation of a property management plan for each housing complex that incorporates the facility condition index, characteristics of the tenant population and required/available community support services. The incumbent leads multi-functional teams in delivering a range of programs and services to ensure successful tenancies, the safety and well-being of tenants, and effective operation, maintenance and repair of the buildings. The position liaises with multiple government and community stakeholders in resolving property management and tenant issues and represents BC Housing in tenancy and court hearings. The majority of PPMs will have direct supervisory responsibility for a team of Building Managers and Janitors, and in some cases a Tenant Support Worker. The position may be required to provide contract administration for site representatives in the outer Regions.

11. Duties:

1. Assesses unique characteristics and requirements of each housing complex and contributes to the development of a property management plan in order to provide an integrated, effective and efficient approach to managing the property and to ensure successful and sustainable tenancies.
2. As the property manager, coordinates all activities pertaining to the management of the properties. Consults and collaborates with Operations staff and a broad range of external stakeholders including health authorities, municipal officials, social and mental health workers, tenant groups, advocates and contractors regarding tenant selection, on-site services and various tenant and property issues that need to be addressed.
3. Conducts contract administration responsibilities in the outer regions for Site Reps, where applicable.
4. Works in collaboration with the Manager Capital Improvements in Development and Asset Strategies (DAS) for the region to develop and implement a maintenance program which addresses the safety and comfort of tenants and the long term viability and marketability of the properties. Undertakes an inspection program on a regular basis to ensure maintenance and cleaning standards are maintained. Identifies building deficiencies and provides recommendations for one to three-year Maintenance and Improvement plans.
5. Assesses requirements and plans and coordinates the implementation of on-site programs, supports and interventions to ensure the safety and well-being of tenants, liaising with government and community stakeholders as required or appropriate.
6. Advises tenants on BC Housing policies and various income programs and support services available. Explains rent calculations and other relevant information and signs tenancy agreements on behalf of BC Housing.

7. Manages and enforces the collection of monthly rent contributions and audit arrears, including repayment agreements. Advises tenants on options and expectations concerning breaches of tenancy agreements, serves notices to end tenancy as required, and approves transfers or co-ordinates problem-solving for tenants who can no longer be housed by BC Housing.
8. Responds to inquiries from tenants, partners, service agencies, the public, oversight agencies, advocates, elected representatives and senior level government officials to provide information and to prevent and/or stabilize sensitive or contentious issues; alerts supervisor and Corporate Communications as required of developing or potential issues.
9. Mediates disputes between tenants and disputes involving Tenant Associations, including human rights complaints. Represents BC Housing at Residential Tenancy Branch hearings, Supreme Court hearings, and Small Claims Court hearings.
10. In collaboration with the Community Developer, provides guidance and assistance to Tenant Associations relating to programming, budgeting, governance and other related issues.
11. Ensures compliance of group home operators to Schedule "B" responsibilities, monitors and ensures follow-up resulting from annual inspections and completion of M&I, and reviews expenditures logs.
12. Manages market-housing properties, including marketing, appraisals, rental agreement/lease administration and maintenance.
13. Represents BC Housing in meetings with community, municipal, health and other groups to identify community problems and implement solutions.
14. Prepares and/or reviews, administers and monitors annual operating and Modernization and Improvement budgets. Authorizes the purchase of goods and services within spending authority limits and negotiates and administers contracts for repairs and unit turnovers.
15. Maintains current knowledge and understanding of BC Housing policy and procedures, various types of federal and provincial housing programs, including their funding arrangements and parameters, and community and social issues impacting the delivery of housing, health and social services programs.
16. Participates and provides input to proposed BC Housing policies, programs and courses of action.
17. Participates in the provincial emergency response process as required. Performs the role of Fire Safety Director for any properties under the incumbent's management and control as required under local and provincial regulations.
18. Supervises staff by: providing training and orientation, directing and motivating staff to reach their highest potential, initiating training and development opportunities, providing advice and guidance regarding staff issues, conducting risk assessments and accident/incident investigations and taking corrective action, conducting performance evaluations and disciplining staff when necessary. Develops and implements safe work procedures and ensures that all staff are properly trained on new business and systems processes and comply with procedures and standards. Participates on selection panels and in the resolution of grievances.
19. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

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4. Education, Training and Experience:		

Bachelor's degree in business administration or other relevant discipline, including completion of courses in property management.

Considerable experience at a senior level in property management and contract administration, with prior supervisory experience.

Or an equivalent combination of education, training and experience acceptable to the Employer.

5. Knowledge, Skills and Abilities:

Core Competencies:

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Leadership Competencies:

- Team Development
- Alignment & Results
- Relationship Building/Management

- Sound knowledge and understanding of the philosophies, principles and practices of property management, particularly in the social housing sector
- Sound knowledge of current social issues facing tenant populations such as homelessness, mental illness and drug addiction, domestic violence, child protection and ageing
- Considerable knowledge of building structures and systems and an ability to recognize deficiencies and prepare summaries of work required
- Excellent negotiation, mediation and conflict resolution skills and ability to negotiate contracts, mediate disputes and resolve conflict situations
- Excellent written and oral communication, interpersonal and relationship building skills
- Ability to plan and coordinate the delivery of a broad range of property management and tenant support services, function as an effective team leader, and make decisions based on an analysis of a range of issues and problems
- Ability to summarize and explain complex program information and funding requirements
- Ability to build consensus with multiple stakeholders, often with conflicting agendas; display tact and diplomacy to deal with a broad range of professions and community stakeholders; and be a socially sensitive administrator
- Ability to travel on frequent basis
- Valid BC driver's license and a reliable vehicle required.

6. Occupational Certification:

Criminal Record Check is required.