

KEY CONSIDERATIONS FOR DEFINING DUTIES FOR HOUSING-PROVIDER OFF-SITE MANAGER

Position: Non-Resident Manager

Objectives:

- To foster good tenant relations.
- To maintain order and appearance of the common and public areas.
- To identify and initiate maintenance work.
- To operate within the Residential Tenancy Act of BC.

Areas of Responsibility:

1. Respond to tenant inquiries and emergencies and take appropriate action to ensure all problems/situations are resolved within a reasonable time. Ensure follow-up and keep tenants informed of progress.
2. Foster positive relations between Management and Tenant groups by attending meetings and bringing suggestions and concerns to Management's attention.
3. Monitor site, note deficiencies and take corrective action.
4. Keep grounds litter free and roadways/sidewalks clean.
5. Maintain cleanliness in common areas and vacant units by washing, sweeping, mopping, vacuuming, polishing and general cleaning.
6. Respond to tenant maintenance need by carrying out all work within the capacity of the non-resident manager.
7. Refer work outside of the non-resident manager's capability to a contractor (within spending authority) or to the Boards' contact person for action.
8. Carry out accounting duties, rent collection, bookkeeping, bank deposits, damage deposits, accounts payable and receivable etc.
9. Carry out administrative duties, such as tenancy agreements, rent subsidy applications, insurance policies, Housing Provider's policies and procedures, filing, tenant correspondence and marketing of units.