

Residential Property Coordinator

DEFINITION

Senior level administrative and technical work involving the management, maintenance, marketing and leasing of City owned residential properties

Employees in this class manage the day-to-day operations of the entire City housing portfolio, including financial management. The incumbent has the responsibility of “building owner/manager” and is required to coordinate all services necessary to efficiently manage City-owned residential properties. Responsibilities include: maintenance, custodial, security, property inspections, project implementation, showing properties, screening/selecting tenants, and the negotiation and administration of leases. Employees provide direction to ensure effective and timely delivery of services to the City’s internal and external customers.

Positions in this class work with a large client base in a variety of social and economic situations. Significant Independent decision making regarding property management, lease administration and negotiation and maintenance are required. This independent work is performed with minimal supervision. Extraordinary or unique situations that do not conform to established policies and procedures are referred to the Supervisor.

TYPICAL DUTIES *

Develops and implements marketing initiatives for available properties to lease.

Carries out interviews and negotiations with prospective tenants, initiates agreements, prepares required documentation, obtains necessary approvals and protects the City’s rights and interests by ensuring placement of desirable tenants.

Analyzes market data to determine effective rates.

Compiles data for necessary analysis of a property to determine appropriate action.

Reviews policies, procedures, and applicable forms for residential properties. Administers various notice letters such as eviction notices.

Enforces terms and conditions or lease agreements while working with the Bylaw Enforcement Officers.

Coordinates and directs the work of consultants, contractors and support staff during projects as well as pre and post demolition services.

Performs project administration functions through the establishment and maintenance of budget, cost controls, and schedule controls. Prepares all methods of communication with tenants, including handling tenant complaints.

Inspects properties for lease suitability, maintenance requirements, damages, and improvement programs and implements appropriate action by obtaining estimates and/or authorizing job requests.

Prepares and reviews all necessary data and documentation for analysis of property while undertaking ongoing training to remain abreast of changes affecting the property management industry.

Manages economic operations including collection of rent and security deposits, leasing and maintenance components of City-owned residential properties and authorizes all expenditures and purchases.

Develops and maintains a log of leases, vacancies, new inventory, sales and demolition.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of applicable provincial and municipal government legislation, corporate structure and inter-departmental relationships.

Excellent working knowledge of the Residential Tenancies Act (RTA).

Property management, lease negotiation, sound administrative practices and training.

Good judgement, interpersonal and coordination skills and ability to deal with stressful situations and difficult people.

Excellent verbal and written communication skills.

Good working knowledge of current building related codes.

Knowledge of City owned and the terms and conditions appropriate to each.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of the twelfth (12th) school grade and a professional designation in Certified Property Manager (CPM) or Real Property Administrator (RPA).

A valid Class 5 Drivers License and security clearance.

A minimum of three (3) years of progressively responsible experience in administration of property management and leasing. Substantial experience in dealing with people in very stressful and/or difficult situations as well as knowledge and experience in practical application of the Residential Tenancies Act (RTA) and other related legislation.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	2255		2256	
Grade	022		024	

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