

## Property Rental Technician

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### **DEFINITION**

This is both technical office and field work of senior level complexity in the management, marketing and administration of City-owned residential properties.

This position provides a high level of advisory, consultative, facilitative, and monitoring/enforcement services associated with the provision of social housing. Work of this class requires the development of effective and economically efficient policy frameworks while overseeing the rental and leasing operations of City-owned residential properties. The participation in the development of departmental policy and legislative changes to ensure concurrence with the department business plan objectives is also required.

Employees are responsible for the administration of a housing portfolio in which the decisions made have a significant impact on the corporation as a whole. Incumbents must provide guidance and clarification when presented with difficult or unusual situations by subordinates. Employees have significant public contact in relation to rental and leasing inquiries, maintenance problems and collections on rental arrears. Extensive knowledge of Corporate Policies and Procedures is required in order to defend decisions to both management and clients.

Work performed requires independence, good judgement and high initiative within departmental policy and procedural guidelines. A wide breadth of specialized knowledge is required to perform consulting and advisory duties in a wide range of functionally diverse areas such as property management, municipal administration and housing related legislation.

### **TYPICAL DUTIES** \*

Provides advice and information to clients and subordinates as well as provides an enforcement role to ensure compliance with the department business plan.

Provides a leadership role in delivering the department's programs in compliance with applicable policies and legislation.

Responds to, and mediates controversial and complex issues under high stress and tight time restraints. Understands the complexity and interdisciplinary nature of existing and potential issues and then formulates solutions to such issues that involve competing interests of various stakeholders.

Develops and promotes relationships with community-based service providers to deliver social supports to residents.

Utilizes a broad body of knowledge and experience, with the ability to investigate new ideas.

Leads the budget review and approval process as well as monitor operating costs throughout the year and ensure the City-owned residence portfolio is well maintained.

Conducts inspection to ensure all properties abide by current building codes.

Provides direct service such as debt management reviews and coordinates onsite activities and community enhancement initiatives.

Provides information to residents and staff about community resources, activities and social supports.

Provides information to service providers about the residential properties and represent the organization on various internal and external committees and special projects.

Performs related duties as required.



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### KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of property management practices, administrative law, financial administration, municipal administration, housing related legislation as well as knowledge of budget processes and financial analysis.

Knowledge and training in consultation, mediation, negotiation, investigation and presentation techniques.

Excellent oral and written communication skills.

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

Strong working knowledge of current market rates and building related codes.

### TRAINING AND EXPERIENCE REQUIREMENTS

#### Job Level

Completion of the twelfth (12th) school grade supplemented by completion of at least two (2) courses towards the Real Property Administrator designation, or two (2) courses towards A.L.O. designation and two (2) years progressively responsible experience in Property Management and Leasing.

\* *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	0577		0578	
Grade	036		017	
Last Updated:	1988-02 (Redraft)			
Previous Updates:				
Originated:	1988-02			