



SUPERVISOR, PROPERTY MANAGEMENT
INTEGRATED SOCIAL SERVICES DIVISION

ONE (1) TEMPORARY FULL-TIME POSITION

| | | | |
|-----------------|----------------|-----------------|------------------------------|
| POSTING NUMBER: | 27-2024 | STATUS: | EXTERNAL |
| POSTING DATE: | APRIL 12, 2024 | CLOSING DATE: | APRIL 19, 2024 |
| AFFILIATION: | MANAGEMENT | HOURS PER WEEK: | 35 |
| SALARY GROUP: | 10 | ANNUAL SALARY: | \$83,663.46 – \$98,427.62 |

POSITION SUMMARY:

Under the general direction of the Manager, Housing Programs, the Supervisor, Property Management supervises staff in the delivery of services and programs to ensure they are delivered in a responsible and cost-effective manner in accordance with established policies and procedures. The Supervisor, Property Management is responsible for managing unit activity and tenant relations for The District of Thunder Bay Social Services Administration Board.

MAJOR RESPONSIBILITIES:

1. Plans and coordinates all activities pertaining to the administration of tenants and leasing in the housing portfolio.
2. Identifies and communicates staffing needs and participates in recruitment as required.
3. Supervises, evaluates, disciplines staff.
4. Ensures general maintenance and ongoing service calls to assist in maintaining the property condition.
5. Travels to property locations within assigned portfolio to communicate with tenants, to inspect unit conditions, to follow-up on complaints, to promote good public relations, etc.
6. Monitors tenant records for overdue rental or miscellaneous charges, pursues payment through verbal and written notices and home visits; negotiates payment plans, forwards former tenant arrears to collection agencies.
7. Prepares eviction applications for submission to The Landlord and Tenant Board; processes affirmative responses to The Landlord and Tenant Board; serves eviction notices to tenants.
8. Participates in the move out process and ensures lease-up for new tenants.
9. Ensures annual lease renewals are completed and tenants are served with proper notice of rent increases.
10. Confirms RGI calculations.

11. Monitors and assesses related legislation updates that will impact operations and policies related to tenancies.
 12. Performs tenant audits to ensure relevant legislative requirements and divisional/TBDSSAB policies are adhered to; provides advice to staff.
 13. Ensures consistent quality and timeliness of service and makes recommendations to the Manager concerning operating procedures and standard practices.
 14. Investigates and resolves staff, tenant, community partners and public concerns and/or complaints or escalates to Manager as necessary.
 15. Liaises with community professionals and outside agencies in the delivery of programs.
 16. Performs other duties as assigned.
-

QUALIFICATIONS:

Education/Experience

- Degree or diploma in business administration, social work, or related discipline.
- Minimum of three years of experience in the field of human services or property management.
- Supervisory experience preferably in a unionized environment.

Skills/Abilities

- Demonstrated ability to communicate effectively and concisely, both orally and in writing.
- Proven ability to establish and maintain effective working relations with subordinates, co-workers, community partners and the public.
- Strong leadership skills together with the ability to motivate staff.
- Superior problem-solving and decision-making skills.
- Proficiency with office computer equipment and MS Office software.
- Genuine interest and understanding of the needs of all our tenants.
- Sound knowledge of related Acts, regulations, policies, and programs.
- Sound knowledge of property management and maintenance functions and a working knowledge of the budgetary and procurement processes.
- Competent within the meaning of the Occupational Health & Safety Act.

Assets

- Property Management Certificate from the Institute of Housing Management.

CONDITION OF EMPLOYMENT:

- Must undergo a successful police records check, Type 2.
- Use of a vehicle is required.
- Travel may be required.
- May be required to work irregular hours.
- Must maintain confidentiality.
- Participation in afterhours on-call rotation schedule.

HOW TO APPLY:

Applications must include a completed TBDSSAB application form, cover letter and resume. Please be sure to reference the position title and the competition number. Applications may be emailed, faxed, or delivered to the TBDSSAB location by 4:30 pm on the closing date to the attention of:

Human Resources
The District of Thunder Bay Social Services Administration Board
231 May Street South
Thunder Bay, ON P7E 1B5
Email: careers@tbdssab.ca | Fax: (807) 345-2466

Applicants currently employed by the TBDSSAB must complete the [Internal Application Form](#). All other applicants must complete the [TBDSSAB External Application Form](#).

Application forms are available on our website or are available for pickup at the TBDSSAB location. For more information on employment opportunities at TBDSSAB, please visit our [website](https://www.tbdssab.ca/about/careers/):
<https://www.tbdssab.ca/about/careers/>

ADDITIONAL INFORMATION:

- Applications received for this position will not be acknowledged unless you are being notified of an interview.
- Reasonable accommodations are available upon request for all parts of the recruitment process.
- As an equal opportunity employer, the TBDSSAB encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups and women.



**Baakaakonaanan
Ishkwaandemonan**
Opening Doors for You