



## Job Description – Community Building Facilities Manager

### Job Purpose

This exciting role works within a team environment to service two buildings and to help build community amongst our 45 plus residents. Working collaboratively and under the general direction of the Operations Manager and/or the Executive Director, the Facilities Manager will collaborate with all stakeholders including staff, tenants, renters and general contractors to ensure the efficient day-to-day operation and health and safety of Kits House buildings and its users. With the support of a property management company, you will exercise preventive, corrective and predictive maintenance methods. This position also ensures that Kits House is maximizing its external rental program by offering clean well-maintained spaces and managing all contracts for internal and external rentals.

### Duties and Responsibilities

- Knowledge of place based community building useful
- Maintain basic knowledge of building operations and systems to identify issues and provide information to building technicians
- Coordinate and oversee contractors coming in the buildings for maintenance and repairs and keep detailed logs of work completed
- Oversee employee and visitor safety, building maintenance, repair and upgrades, and comply with environmental, safety and health procedures relating to facility operations
- Provides tenants/employees with updates of electrical, water and other service outages and scheduled shutdowns
- Use best practices to improve efficiency by reducing operating costs while increasing productivity
- Issue key cards to staff and tenants in accordance with procedures
- Liaise with Property Manager on all relevant building and tenant related matters and consult with the property manager in the overall management of the buildings
- Respond to inquiries, complaints, emergencies and other building related issues from tenants and others and follow up with appropriate information and/or action to address issues in a timely manner
- Monitor expenditures and provide detailed Budget Reports
- Assist with annual reports to funders/partners
- Maintain detailed statistics, reports and all relevant program documentation
- Monitor tenant rent payments, assist with arrears follow up
- Move-in/move out process – review and screen applications, conduct interviews, and select tenants based on criteria, coordinate tenant move-ins/outs and unit inspections (meet non-discriminatory and legal requirements of the *Human Rights Code* and the *Residential Tenancy Act*)
- Landlord- Tenant Agreements – ensure the completion of all necessary documentation for new tenants

- Maintain tenant database, create tenant files and systems for ongoing operations, and create a waitlist system. Issue notices to tenants and arrange access for inspections and maintenance activities as required
- Perform administrative functions and other duties as required
- Maintain and update Tenant Welcome Package, including tenant handbook, by-laws, procedures etc.
- Maintain and update staff and rental facility use manual
- Participate on the Kits House Health & Safety Committee and represent Kits House on the OHAS committee of ANHBC
- Develop an emergency preparedness plan for Kits House

### Qualifications

- Minimum grade 12 or equivalent, supplemented with additional education and/or training in building management and knowledge of Residential Tenancy Act or equivalent working experience and related skills.
- Min. 2 years experience in a building management role preferable in a not for profit environment
- Experience working with seniors and people with disabilities
- Proficiency with MS office, Excel, Outlook and good keyboard skills required
- BC Housing Registry and WHMIS training or willingness to take training
- Familiar with BC Housing, Human Rights Code and the Residential Tenancy Act
- Excellent organizational, time management skills and ability to set priorities
- Supervisory skills an asset
- Excellent communication skills one-on-one and in groups
- Excellent inter-cultural communication and conflict resolution skills
- Experience supervising and supporting volunteers
- Ability to work co-operatively in a non-profit, volunteer based organization
- Creativity, enthusiasm, flexibility and a good sense of humor
- Ability to work flexible hours and participate in special events
- Commitment to the Kits House mission, vision and statement of diversity
- Demonstrated ability to complete program statistics and funding reports
- Criminal record check required

### Working Conditions

Indoor and outdoor work. Some evenings and weekends.

### Physical Requirements

The candidate should be in good physical health to meet the demands of the position. Some lifting and moving of supplies, setting up tables and chairs.

### Jobs Details

Full time 35hrs/week – comprehensive benefit package. Starting wage dependent on qualifications

### Application Process

Please indicate in your cover letter how your skills are a match with our organizational values and the job tasks listed below [www.kitshouse.org](http://www.kitshouse.org). Submit resumes and covering letters by **November 6th, 2017, 9:00 am** to [christaw@kitshouse.org](mailto:christaw@kitshouse.org) with Facilities in the subject line.

Only shortlisted applicants will be contacted

**\*\*\*No phone calls please, let your written presentation do the talking\*\*\***

Association of Neighbourhood Houses of BC (ANHBC) is an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to consider applying for the position. Our total compensation and benefits package reflects our commitment to our staff and their family. For more information about ANHBC please visit [www.anhbc.org](http://www.anhbc.org).

We thank and acknowledge all applicants and will proactively contact those selected for interviews.

ANHBC Member Houses:

Alex NH, Cedar Cottage NH, Frog Hollow NH, Gordon NH, Kitsilano NH, Mount Pleasant NH, South Vancouver NH and Sasamat Outdoor Center

