



Victoria Native Friendship Centre
Employment Opportunity
Licensed Property Manager



"Our team includes people of all Indigenous identities, some who are close to their communities and others who are on a path to learn more about their heritage." **Indigenous applicants preferred. Please self-identify in your cover letter.**

Operating from an Indigenous world view and working with and reporting directly to the Executive Director, the Property Manager will support and execute VNFC's strategies related to property management operations by utilizing proven leadership abilities to lead team members, and by implementing the policies, procedures, and practices that enable the property in the portfolio to meet and exceed budgeted financial goals and to achieve the high operational performance objectives as they pertain to the applicants and tenants of the VNFC Rental Housing Portfolio. For more information about the Victoria Native Friendship Centre please see our website at www.vnfc.ca

DUTIES: (include the following and not limited to)

- Works from a strong Indigenous cultural foundation or Indigenous world view and promotes family centered practice.
- Management and oversight of the VNFC Rental Property portfolio.
- Adhere to all guidelines and Operating agreements set out by AHMA, BC Housing, CMHC and other funders;
- Track and record any changes in Economic and/or Lower End of Market (LEM) Rents and complete all Income Verifications according to BC Housing, CMHC and other funders policies and guidelines;
- Manage the financial performance of the property revenues and expenses, accounts receivable, analysis of monthly financial statements and preparation of monthly management reports.
- Develop the annual budget(s) for the properties comprising the assigned portfolio and oversee attainment of budgeted goals by working with accounting, client/owner, and others to address and resolve gaps in financial performance.
- Ensure that the portfolio and individual communities meet the established operational, financial and business performance goals by inspecting properties, reviewing financial, market, and operational reports, and developing and implementing appropriate action plans to achieve results.
- Monitor and recommend new or amended rental policies in a proactive and fiscally responsible manner to meet the needs of tenants and to resolve owner concerns.
- Provide leadership to a team of building staff by managing their performance in accordance with VNFC policies, values, and business practices.
- Work with the Executive Director regarding building capital expenditures and establishing long term capital improvement programs for the property.
- Promote owner satisfaction through timely reporting and on-going communication about the performance of the property and respond quickly and with urgency to client/owner concerns, questions, issues, and requests.
- Review, analyze and interpret market data to identify emerging trends that may impact the performance of the portfolio, and work to develop and implement market plans that drive occupancy and revenue growth.
- Ensure that the appearance and physical aspects of the properties meet the company's and owner's established standards through routine site and safety inspections and communicate concerns and requests for capital as needed to provide for the physical upkeep of each property in the portfolio.
- Ensure strong customer service to residents, while still minimizing delinquency.
- Manage rent, vacancy and rental incentives, providing the team with direction and follow up.
- Develop and implement marketing plans to maximize rental income.
- Complete various human resources, financial, administrative, and other reports and analysis, and perform other duties as assigned or as necessary.
- Addressing complaints and resolving problems where appropriate.
- Contributes to a positive work environment and does not engage in lateral violence or other destructive behaviours.

KNOWLEDGE, SKILLS AND QUALIFICATIONS:

- 3 - 5 years of experience working as a Licensed Property Manager, ideally in a residential or building management role, is required.
- Experience in financial analysis and reporting, preparation of budgets, lease interpretation, building operations and maintaining strong internal controls.
- Knowledge of all governing legislation such as the BC Residential Tenancy Act is required.
- Experience with and knowledge of property contracts/agreements is required.
- Proficient in Microsoft Word, Excel, and property management software (preferably Spectra or RealPage).
- Ability to navigate complex landlord and tenant relationships.
- A self-starter who is able to work independently and takes pride in the delivery of quality services.
- Flexibility in schedule is required in order to meet operational needs. This may require occasionally working outside of regularly scheduled hours.
- A valid driver's license and access to a vehicle at all times during employment is a requirement of the role.
- Must provide Vulnerable Sector Criminal Record Check (form can be located at <http://www.pssg.gov.bc.ca/criminal-records-review/>)

HOURS: 1 FTE (Emergency On Call required)
SALARY: \$75,000 – 95,000 annually (based on experience)
COMMENCES: June 2023

Please submit your resume and cover letter attention to:
Hiring Committee

(by mail / fax / email to admin@vnfc.ca or in person)

No phone calls please, only those selected for interviews will be contacted. An eligibility list may be established.

Closing Date: June 9, 2023

Victoria Native Friendship Centre
231 Regina Ave. Victoria, BC V8Z 1J6
Telephone: (250) 384-3211 / Fax Number: (250) 384-1586