

B. C. HOUSING MANAGEMENT COMMISSION

JOB DESCRIPTION

Location: **Various**

Reference No: **13**

Date:

Job Title: **Building Manager Supervisor-
Resident**

PRIMARY FUNCTION:

Functions as a member of the Regional Property Management team to provide effective tenant relations and building management services to a number of directly managed sites.

JOB DUTIES AND TASKS:

1. Provides tenant relations and building management services
 - (a) Participates in formulating and implementing initiatives to enhance site specific program delivery;
 - (b) Participates in the recruitment, selection and training of building management and janitorial staff;
 - (c) Provides on-site facilitation in the delivery of building portfolio-contracted services;
 - (d) Redirects contractors where minor deviations in the performance of work specifications are noted (eg., painting services, pesticides applications completed, carpet cleaning, waste removal, etc.) and reports on major deviations in contract performance on modernization and improvement delivery programs;
 - (e) Directs assigned staff in the completion of duties, including the planning, organizing and scheduling of work;
 - (f) Ensures work standards and deadlines are met;
 - (g) Completes performance evaluations of staff and recommends disciplinary action;
 - (h) Performs various inspections on a regular basis i.e. boiler rooms, fire alarm logs, security systems etc., and unit inspections on a scheduled basis, or on vacancy and arranges for repairs and/or maintenance;
 - (i) Maintains records related to work orders, issues management, exception reporting, chargebacks, inventory and assists in the estimating and ordering of materials;
 - (j) Communicates with contractors to coordinate site viewings and unit entry;
 - (k) Initiates and inspects work performed by contractors such as carpet replacement, glass, painting, etc.;
 - (l) Calls the police or related public service in the event of emergency or disturbances such as notifying police of incidents or problems or contacting mental health services, home care providers or resident's families;
 - (m) Responds to resident enquiries, complaints, emergencies, provides information / clarification as required and takes appropriate action at all times during the work week;
 - (n) Serves notices, which may include but not limited to NET, rent arrears, chargebacks arrears; NSF notices, etc.;

<ul style="list-style-type: none"> (o) Depending on the tenant population, may be required to exercise interpersonal and conflict resolution skills when dealing with vulnerable tenants with complex health and social issues. <p>2. Performs the duties of a Building Manager I, including:</p> <ul style="list-style-type: none"> (a) Performs minor electrical, plumbing and carpentry maintenance duties as listed in Building Manager I, such as changing fuses, resetting thermostats, snaking drains and replacing hardware; (b) As required shall operate the Employer's vehicle.
<p><i>SUPERVISION/DIRECTION RECEIVED:</i> Immediate Supervisor.</p>
<p><i>SUPERVISION/DIRECTION EXERCISED:</i> Participates in the recruitment, selection, training and completes performance evaluations of building management and janitorial staff and recommends discipline.</p>
<p><i>PHYSICAL ASSETS/INFORMATION MANAGEMENT</i> Ensures the provision of building management services to various sites; maintains work order logs, tenant and other files, inventory card logs, maintains on-line records and documentation.</p>
<p><i>FINANCIAL RESOURCES:</i> Applies standard purchasing procedures to acquire goods and services. Receives minor financial payments as required (key/fob replacement, laundry cards, parking fees, lock changes etc.) and in exceptional circumstance may receive tenant rent payment.</p>
<p><i>The above statement reflects the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.</i></p>