

1. Position No. Various Positions	2. Descriptive Working Title Property Portfolio Assistant		3. Present Classification Clerk IV
4. Department Various	5. Branch/section Operations	6. Work Location Telework Eligible	Date August 2019 Revised September 2020; July 2021
7. Position No. of Supervisor Various Positions	8. Descriptive Work Title of Supervisor Property Portfolio Manager Regional Administrative Services Manager		9. Classification of Supervisor AO IV or Excluded Management
10. Job Summary:			

The Property Portfolio Assistant (PPA) provides support to tenants and Property Portfolio Managers (PPMs) regarding all associated programs and services, including rent calculations, annual reviews, the scheduling and maintenance processes of housing stock and other related services. He/She/They assists with the initial set-up of tenant records with accurately documented rents, subsidies, services and the ongoing maintenance of files using established protocols and BC Housing's systems and databases. The incumbent analyzes and interprets tenant and housing records to ensure accuracy and initiates corrective action when necessary. The PPA may be required to complete tenancy interviews and sign-ups in the absence or in conjunction with the PPM. He/She/They is required to work on site as well as in an office environment.

11. Duties:

The scope of duties performed may differ depending on Region and business needs.

Provides administrative support to the Property Portfolio Manager (PPM) for Directly Managed and Group Home portfolios:

- Prepares accurate rent calculations, subsidies, adjustments and annual reviews by analyzing and interpreting financial documents and initiating investigations when required.
- Reviews and interprets tenant information to ensure accuracy and compliance regarding tenancy accounts, family composition, Declaration of Income and Assets, etc.
- Schedules and maintains appropriate follow-up methods to ensure operational procedures are completed in a timely and accurate manner, and initiates corrective action as required. This includes but is not limited to short-term rent adjustments, operational reviews and inspections, current month expiries, etc.
- Enters work orders into system to initiate projects with contractors.
- Organizes and maintains a schedule of non-profit operational reviews, group home inspections, suite inspections, market house portfolio appraisals and rent reviews.
- Provides guidance and direction to Non-Profit Societies and Site Representatives in the correct procedures for rent calculations, core need determination, tenant documentation and annual subsidy renewals.
- Initiates and maintains appropriate processes regarding tenant accounts including but is not limited to payments, arrears, annual rent review, PARP, NSF payments, etc.
- Deposits and reconciles rent cheques
- Completes tenant interviews and sign-ups in the absence or in conjunction with the PPM.
- Initiates and maintains the appropriate systems and documentation to ensure tenants receive services in a timely manner (i.e. Laundry SmartCards).
- Prepares documentation for Residential Tenancy Office (RTO) actions and renewal of Tenant Income and Asset declarations.
- Builds and maintains good tenant relationships.
- Responds to routine calls and inquires from tenants, group home operators and non-profits.
- Liaises with other BC Housing staff to provide support for tenants and ensure tenant information is up to date.

Provides clerical administrative support for rent collection and lease administration:

- Processes NSF and returned PARP reports, notifying PPMs, Site Representatives, caretakers and verifying information received.
- Prepares and obtains appropriate approvals and posts reversals for service charges.
- Prepare arrears reports and completes notices to end tenancy for submission to PPMs.
- Monitors monthly expiry reports, reviews files and tenancy accounts, and ensures tenant compliance. Initiates corrective action as required.
- Ensures follow-up and compliance on short term rent adjustments expiries.
- Monitors audit arrears and chargeback payments.
- Verifies tenancy account credit balances from arrears credit reports, prepares refund documents and letters and posts credit repayments.
- Confirms validity of income documentation on all rent calculations, changes and annual reviews. Reviews declaration information and refers suspicious declarations for internal audit.
- Prepares and processes adjustments and corrections to tenancy rent accounts.
- Reviews and ensures accuracy of rent calculations prepared by other staff such as PPMs, site reps and Non-Profit Societies.
- Identifies over-housed situations and works with PPM to ensure transfer requests are completed or notice to end tenancies are served.

Provides support for Applicant Registry and Selection (Vancouver Island Region, Northern Region, Interior Region):

- Provides accurate information relating to qualifications for housing and allocation of vacancies per BC Housing policies and procedures; provides information or referrals to other agencies as appropriate.
- Analyzes client needs for housing, coding and assigns point scores. Verifies information and follows-up for completeness. Updates and re-prioritizes applicants as changes are received.
- Determines eligibility of Applications for Accommodations by applying the National Occupancy Standards, Core Need Income Thresholds and residency requirements.
- Receives and records vacancies.
- Screens applicants and performs credit checks and landlord references. Contacts applicants with offers, explains details of particular housing programs and arranges for viewing of unit.
- Maintains follow up file for offers, confirms tenancy and updates computer systems.
- Liaises with other government agencies, housing registries and advocate groups to resolve housing issues for mutual clients.

Provides general operational support:

- Drafts various forms of correspondence, including documents, templates, letters and reports.
- Maintains and updates data in spreadsheets, databases and tracking systems.
- Maintains tenant and society files for assigned PPMs and maintains BC Housing's standard filing system.
- Provides other general administrative support, such as arranging meetings, preparing agendas, photocopying, faxing, etc.
- Reconciles cashier reports and runs general reports as required.

Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

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4. Education, Training and Experience:		

High school graduation plus completion of a number of post-secondary courses in a relevant field such as business or program administration.

Considerable progressive experience in a comparable environment.

Or an equivalent combination of education, training and experience acceptable to the Employer.

5. Knowledge, Skills and Abilities:

Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Proficient in the use of office systems and operating procedures and systems.
 - Proficient with computer applications, including MS Office (Word, Outlook, Excel).
 - Good keyboarding skills with minimum of 50 wpm keyboard speed.
 - Strong mathematical and analytical skills.
 - Excellent communication, teamwork and interpersonal skills.
 - Ability to manage files and organize confidential documentation.
 - Ability to handle sensitive situations and difficult conversations.
 - Ability to work efficiently, independently and within a team
 - Ability to work in a fast paced and frequently changing environment.
 - Ability to investigate and solve problems creatively and within established regulations.
 - Ability to take initiative and ability to work independently with limited supervision.
 - Ability to be highly organized managing multiple responsibilities while ensuring accuracy and timely completion of each assigned task.
 - Ability to interpret financial documents received from tenants accurately.
 - Ability to exercise good judgement.
 - Ability to learn computer applications and administrative tasks quickly and efficiently.

6. Occupational Certification:

Criminal Record Check required.