

## B. C. HOUSING MANAGEMENT COMMISSION

### JOB DESCRIPTION

**Location:** Various

**Reference No:** 11

**Date:**

**Job Title:** Building Manager I I–Resident

#### ***PRIMARY FUNCTION:***

Functions as the Commission’s representative in matters of resident relations and building management at the site of residence.

#### ***JOB DUTIES AND TASKS:***

1. Maintains order and appearance of the “common” and “public” areas, including vacant dwellings
  - (a) Clears areas by washing, sweeping, carpet cleaning, mopping, vacuuming, polishing and general cleaning and minor grounds upkeep, including outside litter pick-up;
  - (b) Answers and determines emergency calls and notifies appropriate authorities;
  - (c) Generates work orders for maintenance staff;
  - (d) Performs pool maintenance, where required;
  - (e) Performs unit inspections and assists with annual inspections; responding to or processing resident enquiries and complaints and taking appropriate action; completes incidence and other reports; and delivers notices and forms as requested;
  - (f) Calls the police or related public service in the event of emergency or disturbances such as notifying police of incidents or problems or contracting mental health services, home care providers or resident’s families;
  - (g) Responds to resident enquiries, complaints, emergencies, provides information / clarification as required and takes appropriate action at all times during the work week;
  - (h) 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.
2. Performs minor maintenance duties
  - (a) Performs minor electrical, plumbing and carpentry maintenance and emergency repair, such as changing fuses, resetting thermostats, snaking drains and replacing hardware as outlined in Appendix B, part 1;
  - (b) Performs various inspections on a regular basis i.e. boiler rooms, fire alarm logs, security systems etc., or on vacancy and arranges for repairs and/or maintenance;
  - (c) Identifies minor deviations in the performance of routine work specifications (e.g. painting services, pesticides applications, etc.), reports to the Contractor and facilitates remedial action. Identifies and reports major deviations in contract performance on non-routine items to the supervisor or contract administrator;
  - (d) Arranges for Contractor to view site, enter units when necessary, and ensures that maintenance projects are co-ordinated with site operations.

3. Other related duties
- (a) Carries out authorized removal of abandoned personal effects from a tenant's premises providing inventory is taken jointly with a management representative;
  - (b) When required, shall operate the Employer's vehicle;
  - (c) Maintains and requisitions inventory of cleaning and maintenance supplies from the Building Manager 3 or Property Portfolio Manager;
  - (d) Conducts arranged unit viewing for prospective tenants.

***SUPERVISION/DIRECTION RECEIVED:***

Immediate Supervisor.

***SUPERVISION/DIRECTION EXERCISED:***

None.

***PHYSICAL ASSETS/INFORMATION MANAGEMENT***

Ensures resident property, public and common areas are maintained, maintains work order logs, tenant and other files, inventory card logs, maintains on-line records and documentation.

***FINANCIAL RESOURCES:***

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.

*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.*