

JOB DESCRIPTION MANAGEMENT EXCLUSION

Position No. Various Positions	Descriptive Working Title Regional Operations Manager		Present Classification Excluded Mgmt
4. Branch Operations	5. Department Various Regions	6. Work Location Hybrid – Site Central	Date September 2012 Revised May 2016, Oct 2020, Dec 2023
7. Position No. of Supervisor Various Positions	8. Descriptive Work Title of Supervisor Regional Director (Various Regions)		Classification of Supervisor Excluded Mgmt

POSITION SUMMARY

Reporting to the Regional Director, the Regional Operations Manager is responsible for managing and overseeing the delivery of property management services for directly managed buildings, group homes, and non-profit portfolio in the region. He/She/they oversee the operational requirements and budgetary needs of the regional portfolio and provides support to the Regional Director in developing the annual budget and monitoring expenditures within the approved budget. The Regional Operations Manager responds to various internal and external stakeholders to prevent and stabilize sensitive and contentious matters and represents the organization at various community events.

MAJOR RESPONSIBILITIES - GENERAL (Focus of duties may vary depending on the region of the position)

- 1. Leads the provision of comprehensive property management services for the Region's housing portfolio, including but not limited to directly managed properties, non-profit societies, co-operative housing, group homes and non-profit homelessness files.
- 2. In collaboration with the Regional Director, develops long range operational, financial, and staffing plans to meet the business objectives of the Region.
- 3. Prepares and maintains appropriate documentation and reports, Executive Committee submissions, and letters on behalf of senior management and Ministry officials.
- 4. Keeps current with trends and developments within the region, assesses their potential impact on BC Housing's mandate with respect to property management of the social housing portfolio and potential impacts within non-profit sector, and provides the Regional Director or other BC Housing staff with recommendations for proposed policies, programs, and courses of action.
- 5. In collaboration with the Regional Director, prepares annual regional budget, initiates, and monitors expenditures within approved budget limits and reallocates resources as authorized.
- 6. Provides responses and feedback to the Regional Director on enquiries from internal and external stakeholders including but not limited to Indigenous Nations, tenants, housing partners, service agencies, the public, oversight agencies, advocates and elected and government officials to prevent and/or stabilize sensitive or contentious issues. Provides accurate information and comments to the Regional Director and Media Relations team to respond appropriately to any media inquiries.

- 7. Participates as a member of the Regional Management Team in determining the strategic direction of the Region and advising on change management initiatives that will enhance the performance of BC Housing, the Operations Branch, and the Region.
- 8. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations, and participating in task force, project teams and committee work.
- 9. Supervises the work of staff in accomplishing the business activities of the program area. Creates a supportive and progressive environment, coaches, trains and ensures staff are provided with information necessary to perform their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Plays a key role in recruitment activities, including hiring, promotion, and demotion decisions, and recommends compensation activities of staff. Resolves grievances up to the second stage of the process. May contribute and participate on the negotiating committee as a management representative. Manages resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish goals.

MAJOR RESPONSIBILITIES - DIRECTLY MANAGED

- Oversees tenancy management and tenancy relations for directly managed properties; manages the enforcement of tenancy agreements, supports the DM staff and/or site representatives and or represents BC Housing at various hearings with Residential Tenancy Branch, Supreme Court and Small Claims Court and ensures effective mediation of disputes between tenants.
- 2. As a member of the Regional Management Team, supports the strategic direction of the Region, participates and advises on change management initiatives that addresses the safety and comfort of tenants and the long-term viability and marketability of properties; directs the implementation of the maintenance program, ensuring tenant impact is managed effectively.
- Liaises with internal stakeholders and external stakeholders including sponsoring ministries, municipal officials, health
 authorities, the public trustee, tenant and community groups, advocates and lawyers regarding the identification and
 resolution of issues impact property management services and tenant relations in the region and represents BC Housing
 at community events.

MAJOR RESPONSIBILITIES - NON-PROFIT PORTFOLIO

- 1. Collaborates with other Commission staff, providing continuity and liaison with non-profit societies and co-operatives throughout the development phase, provides expertise in the development of first time and annual budgets for non-profit societies, and orients societies and group home operators to their management responsibilities.
- 2. Provides guidance and direction to the Boards of Directors of non-profit societies and co-operative housing organizations in resolving ongoing issues with respect to the management of their properties; coordinates a program of regular financial and operational reviews in accordance with Commission and Federal/Provincial requirements and initiates appropriate measures to correct deficiencies; liaises with other Commission branches concerning program and administration issues and advises the Regional Director and/or Vice President of current and emerging housing matters.

ORGANIZATION

The Regional Operations Manager reports to the Regional Director.

The Regional Operations Manager supervises a team of staff, including excluded and bargaining unit employees.

QUALIFICATIONS

Education, Experience and Occupational Certification

Bachelor's degree in public administration, urban planning, or a related discipline.

Considerable experience in the delivery of property management services and programs related to the service.

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

Knowledge, Skills, and Abilities

Core Competencies

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Leadership Competencies

- Alignment & Results
- Team Development
- Relationship Building/Management

Considerable knowledge of programs, practices and processes associated with property management.

Considerable knowledge and understanding of the philosophies, principles and standards relating to the development and implementation of social housing and support services for vulnerable populations.

Considerable knowledge and understanding of in delivering social housing programs through non-profit partnerships.

Considerable knowledge and understanding of budgets, financial statements, accounting, and financial systems.

Considerable knowledge of supervisory practices and exceptional team building skills.

Ability to learn and understand the Commission's programs and operating requirements.

Ability to plan and manage the implementation of program activities, analyse, and solve issues and make effective decisions.

Ability to coordinate work with others, keep management apprised of major issues, and adapt to changing priorities.

Ability to establish and maintain constructive working relationships with housing providers, service providers, sector organizations, community groups (including Indigenous Nations), government agencies and the public and to exhibit diplomacy and tact in the resolution of issues.

Ability to lead, coach and motivate staff in a team setting.

Effective negotiation, conflict resolution, problem solving and consensus building skills.

Effective planning, organizational and time management skills.

Effective leadership, communication, and interpersonal skills.

Proficient in the use of Microsoft Office including Word, Excel, and PowerPoint.