

**PROPERTY MANAGEMENT OFFICER
FULL-TIME PERMANENT – ALMONTE, ON**

Carebridge Community Support is seeking a Property Management Officer to join our team in Almonte, Ontario. Carebridge is one of the largest employers in Lanark County, working on a non-profit basis. Carebridge fosters caring, strong, and inclusive communities across the County. We contribute to the development of a person-centered, vibrant community by developing and providing services that help the community's most vulnerable feel welcome, supported, engaged, and connected to others. Our three pillars of service include Developmental Services, Senior Services and Affordable Housing.

The Property Management Officer is the frontline liaison responsible for building strong relationships with tenants and to deliver property management excellence. The Officer owns the full administration of the property department including services such as maintenance and repair contract management, management of internal databases, accepting applications for market rent housing, developing leases, collecting rents, performing new resident onboarding, coordinating maintenance requests, and supporting incoming housing inquires of a wide variety. The Officer provides the Property Manager with logistical support.

SUMMARY OF JOB DUTIES:

Provides tenant relations support by:

- Collecting all tenant requests for unit maintenance,
- Advising the manager of priority maintenance requests due to safety concerns and escalating unit damage,
- Responding to tenant requests to inform them of when the maintenance or restoration work will take place,
- Coordinating maintenance and repair work with internal maintenance staff.

Provides support to the Property Manager by:

- Preparing contract request for proposals for property maintenance,
- Sourcing contractors for maintenance and restoration work,
- Collecting and summarizing contractor proposals and preparing recommendations for the manager,
- Preparing maintenance contracts for the Manager's signature,
- Preparing contractor and supplier payment documents for approval,
- Ordering maintenance supplies and managing inventory for the department.

Rent Collection:

- Managing the database of tenant files for automatic rent payment and prepares the monthly electronic file for the Department of Finance to process,
- Accepting cheque, debit and cash rent payments and issues receipts,
- In accordance with policy, issuing late payment notices to tenants and contacting tenants regarding delinquent accounts,
- Issuing rent increase and other notices to tenants as required,
- Liaising with the Finance department for all functions related to the accounting system and to identify financial controls and services.

Rent-Geared-to Income and Market Rent Programs:

- Administering the Rent-Geared-to-Income (RGI) program in accordance with government and

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- municipal requirements, including mid-year changes and annual reviews,
- Communicating with the County of Lanark Housing Department regarding RGI program including rent adjustments and vacant units,
 - Maintaining RGI tenant records to enable year-end reporting on Annual Information Return.
 - Maintaining wait list for Carebridge's market rent units,
 - Contacting market rent applicants as units become available,
 - Maintaining the Property Management database and filing systems.

Other duties as required.

Staff Supervision Requirements:

- None

EDUCATION, SKILLS AND ABILITIES:

- Two to Three Years' Experience in Customer Service, Office Administration, Property Management, or another related field,
- Demonstrated computer proficiency in Microsoft Office Suite and databases,
- Strong interpersonal and communication skills including displaying strong customer service and demonstrated team player attitude,
- Able to deal with a diverse group of people in potentially adversarial situations using a calm, tactful, discreet, and effective approach,
- Able to prioritize and plan work activities to manage time efficiently while managing a high volume of work,
- Well-developed office administration skills,
- Ability to monitor budgets and financial systems,
- Proven problem solving and decision-making skills,
- Demonstrated initiative,
- A clear Criminal Record Check for the Vulnerable Sector within the last 6 months is required.

Assets:

- Familiarity with the Residential Tenancies Act, 2006.

INTERESTED IN APPLYING FOR A POSITION AT CAREBRIDGE?

Please email resume to careers@carebridge.ca

Fax: 613-256-1185

Carebridge provides full-time and part-time permanent employees with a competitive benefits package and employment perks like vacation, paid sick and personal time, training and development. As a team member, you and your qualified dependents are eligible to participate in a benefit plan that ensures a comprehensive level of protection through competitive health care including extended healthcare and drug plans, dental and, disability income protection, life insurance, group retirement savings plans, and an employee and family assistance program.

Carebridge is an equal opportunity employer prizing diversity and inclusion. We are committed to treating all employees and applicants for employment with respect and dignity. If you require assistance and/or an accommodation due to a disability during the application or the recruiting process, we can assist.

We thank all applicants, but only those selected for an interview will be contacted.

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