



DIRECTOR OF PROPERTY MANAGEMENT

Job Summary

Annual Salary : \$91,800 to \$97,400 start according to experience, plus benefits

Work schedule : 35 hour weekdays - Full time

Job status : Permanent

Work shift : Days, plus On call

About Mainstay Housing

A charity established in 1982 to provide quality affordable housing and support for people who live with serious mental illness/addictions, low income, and who may have other special needs. Mainstay is funded primarily through the Ministry of Health and Long-Term Care; City of Toronto and other significant funders. Mainstay is the largest private non-profit housing organization in the City of Toronto in terms of size and value of asset base.

Position Summary

The **Director of Property Management** reports to the Executive Director and provides leadership and direction to the Building Services Department. This position is responsible for ensuring that the condition of all properties is up to standard; ensuring that all maintenance work is appropriately planned, coordinated and executed; and managing property-related risks including ensuring compliance with relevant legislation and regulations. The position also supports the development and implementation of the organization's asset management and development plans.

The **Director of Property Management** is a member of the leadership team at Mainstay Housing and plays a significant role in the achievement of the organization's mission and strategic objectives, including ensuring organizational alignment around responsiveness to tenant members and meeting the needs of tenant members.

The **Director of Property Management** directly supervises three Managers and one Administrative Assistant and has another 15 employees (Maintenance Workers and Caretakers) within their scope of supervision. Mainstay's portfolio currently consists of 41 owned properties containing 867 units and 117 rent supplements placed in a number of locations. All locations are in the City of Toronto.

Regular hours of employment are 8:30 a.m. to 4:30 p.m. Monday to Friday with work required outside regular work hours, e.g. the Director will be expected to participate in weekly on-call rotation with the 4-person Building Services Department management team. The position is based at the Head Office and is required to travel to Mainstay locations.

Major Responsibilities:

- Provide leadership and direction to ensure effective functioning of the Building Services Department, including in the areas of routine maintenance and cleaning, response to work orders, and emergency/after-hours maintenance issues
- Ensure proper functioning of scheduled/preventive maintenance program
- Develop, implement and oversee annual and multi-year operational plans
- Evaluate and manage performance to ensure standards and organizational objectives are achieved
- Develop and implement standards where necessary
- Conduct and/or ensure regular inspection of the condition of the envelope, structure, systems and finishes of all properties, reporting on the same
- Ensure compliance with legislation and regulation related to maintenance and residential properties including Ontario Fire Code; Ontario Building Code; Occupational Health and Safety Act including Workplace Hazardous Materials Information System and Designated Substance Regulations; Accessibility for Ontarians with Disabilities Act; and all applicable City of Toronto By-laws
- Support Mainstay's modernization efforts, including deployment of Yardi Voyager Procurement and contract management
- Maintain a list of qualified contractors and other vendors of services and supplies related

to maintenance and property management and supervise their performance on behalf of Mainstay

- Regularly initiate reviews of contracts to ensure Mainstay is receiving value for money

Capital:

- Develop and manage 5-year Capital Plan and Capital Budget
- Identify necessary capital repair work and recommend to the Executive Director for approval
- Oversee creation of specifications, tendering, procurement and release of payment including holdbacks for capital projects
- Identify and respond to opportunities for funding for capital repairs and complete reporting to funders

Development:

- Work with Mainstay's real estate broker and any other advisors to ensure Mainstay is optimizing and/or achieving highest value from its assets
- Work with Mainstay's development consultant to complete feasibility studies of development opportunities and create development proposals
- Maintain knowledge of affordable housing development funding programs

Organizational:

- Works closely with Director, Tenant Member Services regarding service quality issues and mitigation of negative impacts on tenants arising from building conditions, capital repair projects, and/or disposition of assets
- Works closely with Director, Finance regarding operating and capital budgets and procurement
- Responsible for emergency preparedness/response plans
- Participates in planning and implementation of key initiatives and identifies and plans responses to strategic and significant risk issues as a member of the Executive Team
- Responds to complex complaints and inquiries as required from tenant members, the Board, partner agencies, elected representatives, staff, and the public
- Establishes and maintains effective relationships with outside agencies and service providers

- Ensures that the anti-discrimination/anti-harassment objectives of Mainstay are achieved within the department and as a representative of Mainstay management.
- Works with the Human Resources Lead to ensure planning and implementation of staff development
- Responsible for written reports as may be required by the Executive Director
- Reports to the Board of Directors and Board Committees as required, including regarding the capital plan and maintenance
- Participates in regular supervisory sessions with the Executive Director
- Engages in training and education to upgrade skills, to fulfil responsibilities of the position
- Performs other duties as assigned from time to time by the Executive Director.

REQUIRED EDUCATION & SKILLS



Work experience (years) : More than 6 years

Level of education : University

Post-secondary degree in a relevant area of study combined with more than 6 years' relevant experience in progressively responsible positions, preferably in a non-profit housing environment.



Ability to understand and interpret all related legislation such as but not limited to the *Residential Tenancies Act, Ontario Fire Code, Ontario*

Experience in preparing and administering large operational budgets.



Written languages

English : Advanced



Spoken languages

English : Advanced

- Excellent communication skills, both written and verbal, as well as effective listening skills and organizational capabilities. Ability to work independently on complex and diversified projects with general but limited guidance.
- Positive motivational and supervisory skills to manage a diverse staff of professionals
- Excellent conflict resolution skills
- Strong in Microsoft Office: Outlook, Excel & Word. Familiarity with Yardi an asset.
- Individuals with other combination of education and experience may be considered.

Benefits

- Competitive salary
- Commitment to work-life balance
- Vacation & Personal Preference days

- Reimbursement of professional association dues or membership fees
- Reimbursement of training and development activities
- Social activities organized by Mainstay team

Equal Opportunity Employer: Mainstay Housing is pleased to consider all qualified applicants. We embrace the *Human Rights Code* of Ontario and the AODA. Please make known in advance any need for related accommodations to support you through the selection process.