



PROPERTY MANAGER ASSISTANT (3 Month contract with possible extension)

If you are looking for a career working with amazing people while helping your community thrive, then this opportunity is for you and we want to hear from you. We urge individuals that have retired, semi-retired, are returning to the workforce, those that are new to Canada, and recent graduates to also apply. At Good Shepherd, we are dedicated to building a diverse, inclusive, equal and authentic workplace.

About Good Shepherd

The work of Good Shepherd is based on a fundamental belief in providing hope and restoring dignity to the most vulnerable members of our community. Our services include emergency food and clothing; daily hot meals; emergency shelters for men, youth, families, women and children; transitional housing and education for homeless and street-involved youth; hospice palliative care; community mental health programs; and supportive housing programs. This opportunity is with our Good Shepherd Non Profit Homes – Toronto.

Why work with us?

- Be a part of a caring **TEAM THAT SUPPORTS OUR LOCAL COMMUNITY**
- **POSITIVE** and **ENCOURAGING** atmosphere
- **EMPLOYEE AND FAMILY ASSISTANCE PROGRAM**
- Make a difference and provide **HOPE**

Job Description

This role will provide service in a dignified and respectful manner that reflects the charism of Good Shepherd Non-Profit Homes and which integrate anti-oppression/anti-racism frameworks. This role will also provide fair and equitable services and supports to all clients in a manner that reflects their rights to privacy and dignity. The successful candidate will have a demonstrated commitment to the mission values of hospitality, responsibility, availability, adaptability, quality and dignity.

This position will report to the Property Manager. The Property Manager Assistant enhances the dignity and quality of life of our clients, visitors and staff by providing support to the Property Manager to aid in the coordination of the routines of the Property Management team, Good Shepherd Non-Profit Homes Toronto.

Responsibilities:

- Respond to tenant inquiries by phone and in person as required
- Coordinate unit inspections and coordinate repairs and maintenance with Landlords and maintenance staff including issuing workorders
- Set up and maintain housing and organizational files
- Act as liaison and provide communication with service contractors
- Cover the essential duties of the rental clerk during any absences

- Provide daily problem solving and support the Director as well as Property and Maintenance Managers on tenant related issues
- Co-ordinate all Bed Bug related activities including, scheduling treatment, issuing notices, follow up and monthly tracking reports
- Prepare and submit forms to the LTB as directed by Managers
- Assist with unit inspections, unit turnovers, maintain keys and fobs logs
- Prepare lease signing packages and conduct Lease signings when required by PM
- Assist with processing service requests and closing out workorders
- Assist with maintaining expenditure within budget, provide home depot and gas card reconciliation

Qualification:

- Post-secondary education in administration services
- Experience in the non-profit housing sector is preferred
- Possess a thorough knowledge of issues such as homelessness, poverty, mental illness, and substance use
- Experience with RGI calculation and Social Housing Reform Act is preferred
- Knowledge of the Residential Tenancies Act and the Landlord & Tenant Board process.
- Excellent computer skills, with experience in Excel, Word and Database Management.
- Superior verbal and written communication, interpersonal and organizational skills
- Outgoing and adaptable in working in a fast paced and changing environment.
- CPR/First Aid certification and WHMIS training or willingness to acquire.
- Fluency in a 2nd language is considered an asset
- Registration in Institute of Housing Management Program or willingness to do so
- Ability to work from an integrated anti-racism/anti-oppression framework

How Can I Apply?

Please apply via email with resume quoting job number TH-04-23 to:

Colleen Lamond, Chief Operating Officer

Good Shepherd Non-Profit Homes Toronto

clamond@gsch.ca

**Due to overwhelming response, only those selected to be interviewed will be contacted. For additional opportunities please visit us on indeed or on our website www.goodshepherdcentres.ca*

Don't Meet Every Requirement?

If you are excited about this role and Good Shepherd's Mission but your past experience doesn't perfectly align with all of our qualifications, we encourage you to apply anyway.

Our Values

Hospitality, as inspired by St. John of God is at the heart of Good Shepherd's mission. This means that we welcome all people with compassion, acceptance and a spirit of generosity; creating opportunities for transformation.

Hospitality embodies our **Values** of:

- **Responsibility**
- **Availability**
- **Adaptability**
- **Quality**
- **Dignity**

Good Shepherd, a ministry of the Hospitaller Order of St. John of God, is an equal opportunity employer operating within an anti-racist and anti-oppression framework. We strive to establish workplaces that reflect and are enhanced by the rich diversity of the community we serve.

Good Shepherd welcomes and encourages applications from all people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. If you need accommodations, please contact Human Resources at 905-528-5877 ex 2265.

Good Shepherd has a mandatory verification of COVID-19 vaccination policy. More information on the full policy requirements and accommodation allowances will be provided to those selected for an interview.

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