



JOB DESCRIPTION:

CO-OP MANAGER

The Co-op Manager is responsible for the day-to-day management and maintenance coordination of the housing co-operative. They are the first on-site point of contact and respond diligently and expeditiously to all inquiries, concerns or emergencies that occur during regular business hours. They are also responsible for carrying out policies and procedures determined by the Board of Directors and as directed by the co-op representative(s).

ORGANIZATION OVERVIEW

The **Community Land Trust (CLT)** has over 25 years' experience in the non-profit housing sector and is the real estate development arm of the **Co-operative Housing Federation of BC (CHF BC)**. Our mission is to acquire, create, and preserve affordable housing for future generations with a focus on development and redevelopment of co-operative and non-profit housing and to work in collaboration with CHF BC and others to further that mission.

QUALIFICATIONS

- Degree or diploma in Business Administration, Real Estate Management, or Property Management or equivalent experience in a related field
- Experienced computer user, with an emphasis on MS Word, MS Excel, MS Outlook and Windows
- Excellent interpersonal skills, including judgement, tact, integrity and patience
- Demonstrated ability to communicate effectively with spoken and written English with the goal of achieving results and resolving conflict
- Strong time management and organization skills
- Effective problem solving and critical thinking skills
- Reliability, accuracy and attention to details
- Ability to maintain confidentiality and a professional business demeanor

- Experience working with multi-unit residential buildings is considered an asset; includes a strong focus on effective communication with residents and contracted maintenance personnel
- Strong knowledge of building systems and project coordination experience is considered an asset
- Demonstrated knowledge of co-operative governance is considered an asset

RESPONSIBILITIES

The full-time Co-op Manager work in housing cooperatives throughout the Greater Vancouver including:

- Effectively and accurately communicate information between the co-op Board of Directors and the appropriate CLT team
- Responding to member/residents inquiries and complaints with the goal of resolving matters in a timely manner
- Maintaining records and preparing correspondence and notices
- Ensuring effective arrears management, including but not limited to the collection of housing charges
- Processing member payments, including electronic payments and cheque deposits
- Facilitating the month-end process by accurately recording and processing transactions and submitting to the accounting team
- Preparing and presenting monthly management and maintenance reports to the co-op's Board of Director
- Assisting the Board by addressing inquiries or concerns that pertain to co-op rules, procedures, operating agreements, budgets, and any other documents
- Preparing annual corporate filing and reporting to the municipality
- Advertising vacant units and filling the vacancies
- Maintain AP/AR
- Undertaking credit checks, completing income verifications and administering petty cash fund
- Attending the Annual General Meeting (AGM) of the co-operative, board meetings, and other evening meetings or events as necessary
- Overseeing and supervising the Co-op Administrative Assistant
- Performing other duties as appropriate

MAINTENANCE COORDINATION

- Receiving and coordinating building maintenance work orders for member/resident units
- Processing work orders for unit inspections
- Coordinating access to units between members/residents and the CLT's building management team
- Participating in emergency maintenance co-ordination during regular working hours, in the absence of other staff, and during scheduled after-hours emergency rotations.

WORKING REQUIREMENTS

1. If required, the ability to work on-site and/or remotely during hours that are outside of the regular workweek (i.e. statutory holidays, weekends and evenings.) This includes being available for on-call building emergencies and after-hours emergency rotations, to facilitate the move in and move out process, and to fulfill other operational requirements.
2. Ability to attend Annual General Meetings, evening board meetings and other educational events when necessary
3. Ability to meet intensive and changing deadlines
4. Flexibility to work on-site in the office of multiple housing co-operatives with frequent activities and travel in and around the Lower Mainland
5. Access to a vehicle is required