



Residential Services Officer

Title: Residential Services Officer
Direct Reports: None
Reports To: VP Programs
Status: Full time 40 hours weekly

Our Organization:

Habitat for Humanity is one of the most trusted and recognized non-profit brands in the world. Habitat for Humanity Southern Alberta (“Habitat”) is one of the only affordable home ownership providers in Southern Alberta, addressing a critical need in our community – helping hardworking families achieve housing stability. Through Habitat, kids can put down roots and parents can start planning for a brighter future in a safe and secure neighborhood. With the help of sponsors, donors, community partners and volunteers, Habitat builds quality homes and helps families enter the housing market by purchasing homes through our affordable mortgage program. These no interest mortgage payments are used to build more homes for more families, creating a cycle of paying-it-forward and a sustainable financial model. Home ownership builds long-term stability and independence for families, while offering lasting, tangible benefits to our entire community.

Habitat is also fortunate to have one of the largest and most successful ReStore operations in Canada. The ReStore is a social enterprise that sells new and gently used furniture, appliances, and building materials. Products are donated by businesses and households, and with three retail outlets, the ReStores are a large enterprise, contributing \$1M annually to Habitat’s mission.

Habitat for Humanity Southern Alberta was established in 1990 and now works in the 13 communities across Alberta, managing a portfolio of approximately 250 families, with a multi-million dollar construction and land development program. To date, Habitat has partnered with over 300 families, impacting the lives of more than 900 children.

Habitat is a complex organization with several different operating components to its whole, each bringing its own unique and connected set of challenges in support of our sustainable financial model: an affordable homeownership program, a land acquisition and construction program, a volunteer program, multiple fundraising programs, community relationship building and the ReStore retail outlets. Success at Habitat is when the entire organization works together to dramatically increase impact, while having fun and learning along the way. The culture at Habitat involves no ego driven mandates and is built on passion and purpose.

As part of the Family Services team, our role is to successfully recruit and partner families into our program, and manage all aspects of their partnership throughout the many years they remain in the program.

Purpose:



The purpose of this role is to support Habitat's affordable homeownership programs and initiatives in accordance with its mission and operational goals. The Residential Services Officer ("RSO") is part of the Family Services Team, providing leadership, teamwork and support amongst a team of five. Reporting to the Vice President of Programs, the RSO is responsible for administrative oversight of the residential housing portfolio of homes located throughout Southern Alberta. With equal parts client relationship management, multifamily condominium management, and property management, the RSO's role supports Habitat homeowners to fulfill the requirements of their mortgages, while ensuring the portfolio of assets preserves its value to home owners, Habitat and the community over the longer term. The ideal candidate is a team player, possesses strong communication skills, and the flexibility and forward thinking required to manage all the nuances of our day to day operations.

Responsibilities:

Multi-family Residential

- Delivers or arranges for introductory training on Condominium Corporations for families scheduled to move into multi-family residential builds.
- Represents Habitat at Condo Board meetings, AGMs and other ad-hoc meetings and functions with Boards and Property Managers.
- Supports the success and stewardship of Habitat properties overseen by Condo Corporations through monitoring annual budgets, reviewing monthly financial statements, insurance coverage and reserve fund studies.

Regulatory Compliance

- Ensures By-laws are in place and monitored, and Condo Corporations maintain compliance under the *Condominium Property Act*.
- Ensures condominium plans are completed ahead of occupancy dates.
- Works with HFHSA's Construction team to ensure the timely fulfillment of all municipal requirements in the transfer of title to the Habitat homeowner.
- Ensures the follow through of all program requirements including the compliance of contractual mortgage terms.

Affordable Mortgage Program

- Assists the VP of Programs with monitoring and compliance under HFHSA's mortgage and buy-back agreements.
- Leads the development and implementation of an annual monitoring and stewardship program to ensure the continued success and compliance of homeowners in the Habitat program.
- Manages homeowner requests for mortgage relief and works alongside our mortgage payment provider to immediately action mortgage default situations as they arise.
- Oversees insurance requirements of all current Habitat homeowners.
- Supports HFHSA's outcomes measures project designed to demonstrate the impact of homeownership on the lives of working families.



Asset Management

- Administers the portfolio of vacant homes available for re-sale ensuring compliance with insurance requirements and by-laws, including arranging and monitoring all services and payment of associated fees.
- Investigates options for, and hires property managers for all new multi-family developments balancing quality and economy.
- Supports HFHSA's Construction team with homeowner occupancies and buybacks including pre and post move out inspections, warranty program, and structural risks.

Program Integrity and Quality Improvement

- Assist with reporting function including homeowner data and demographics, statistics and prepares reports as required.
- Uses the departmental database to maintain files, records and reports on properties, condominium corporations and mortgages.
- Assists VP of Programs with annual monitoring and stewardship program supporting the evolution of Habitat's mortgage model and homeowner choice.
- Continually gathers Homeowner and Property Management feedback, and acts as a conduit of information between Construction and Family Services team members, leading conversations around program improvement.
- Assists VP of Programs to enhance policies and practices promoting affordable home ownership for families through the use of data and ground-level knowledge of the properties and families.
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Consults with Leadership

- Changes that impact strategic components or key initiatives of our current program or process.
- Receive new and unusual family requests.
- Concerns with any family applicant.
- For support and guidance on various situations or opportunities.

Informs Leadership

- When possessing information that would aid others to have, to correct misinformation.
- Anything that may have significant consequences; i.e. media, families, messaging.
- Anything that stakeholders or community may expect the CEO to know.
- Changes being made in established processes or collaborations.
- Relationship issues/opportunities.

Candidate Qualifications

- Certification through RECA or BOMI in one or more of: Condominium Management (ACM, RCM), Residential Management (ARM), Property Management (CPM), Property



- Administration and/or Real Property Administration (RPA) considered an asset.
- BComm or similar degree considered an asset.
 - A minimum 5 years of experience in the multi- family residential condominium field with exposure to property management.
 - Demonstrated skills in customer service, negotiation and conflict resolution.
 - Exemplary team player, with a willingness to learn and take on new responsibilities
 - Strong attention to detail, organized and experienced in data tracking and management using databases such Excel and Salesforce.
 - Thoughtful, a good listener and highly articulate, comfortable communicating with a variety of audiences from one-on-one with homeowners to speaking on behalf of Habitat at meetings such as AGMs or events and functions attended by homeowners.
 - Experience working in a multi-cultural environment and implement practices supportive of diversity
 - Working with clients where English is a second language considered an asset
 - Valid Driver's License required and willingness to travel throughout Southern AB. Must be available and willing to work the occasional evening or weekend to accommodate meetings and Homeowner training.

Application Deadline: Monday, June 20th, 2022

Please send your resume and cover letter together in one document with the subject line "Residential Services Officer" to: jobs@habitatsouthernab.ca

All Habitat for Humanity Southern Alberta Employees are required to be fully vaccinated against Covid-19 as a condition of employment.

Habitat for Humanity Southern Alberta is an equal opportunity employer. We thank all applicants for your interest in this position. Only those selected for an interview will be contacted. No phone calls or emails please.