



Building strength, stability and independence.

Position Profile

Title: Residential Services Officer
Direct Reports: None
Status: Full time

Company Profile:

Habitat for Humanity (“Habitat”) is one of the most trusted and recognized non-profit brands in the world. Habitat for Humanity Southern Alberta (“HFHSA”) is one of the only affordable home ownership providers in Southern Alberta that addresses a critical need and gap in our community services – helping hardworking families struggling to do their best with what they have by creating housing stability. HFHSA helps families build strength, stability and independence through affordable home ownership. Through HFHSA, families can put down roots and parents can start planning for a brighter future in a safe and secure neighborhood.

Role:

The Residential Services Officer plays a key role in supporting HFHSA’s affordable homeownership program. Reporting to the Family Services Director, the Residential Services Officer is responsible for administrative oversight of the residential housing portfolio of homes located throughout Southern Alberta. With equal parts residential property management and human services programming, this 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.

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, insurance and anniversary dates for reserve fund studies

Regulatory Compliance:

- Ensures By-laws are in place and monitored, and Condo Corporations maintain compliance under the *Condominium Property Act*.



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- Ensures condominium plans are completed ahead of occupancy dates
- Works with HFHSA's construction department to ensure the timely fulfillment of all municipal requirements in the transfer of title to the Habitat homeowner

Affordable Mortgage Program:

- Assists the Director, Family Services with monitoring and compliance under HFHSA's mortgage and buy-back agreements
- Assists with the development and implementation of an annual monitoring and stewardship program to ensure the continued success of homeowners in Habitat homes
- 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 by arranging and monitoring all services and payment of associated fees
- Investigates options for, and hires property managers for all multi-family developments balancing quality and economy

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
- Complete design and commence annual monitoring and stewardship program supporting the evolution of Habitat's mortgage model and homeowner choice
- Assists the Director 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 themselves



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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). BComm or similar considered an asset.
- At least 5 years of experience in the residential real estate field with exposure to property management in multi-family residential.
- Demonstrated skills in customer service, negotiation and conflict resolution
- Exemplary team player
- Strong attention to detail, organized and experienced in data tracking and management using databases such as YARDI, Propertyware and/or 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 - experience in working with clients with ESL is an asset
- Valid Driver's License required and willingness to travel throughout Southern AB (infrequent). Must be available and willing to work the occasional evening or weekend to accommodate Board meeting schedules.

Application Deadline: Monday, April 1, 2019

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

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.