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Position Profile

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

Purpose:

The purpose of this role is to support Habitat for Humanity Southern Alberta's affordable homeownership programs and initiatives in accordance with its mission and operational goals. Reporting to the Family Services Director, the Residential Services Officer is responsible for the 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. From time to time, the Residential Services Officer will be called upon to lead and execute special projects that improve the overall quality of programs and services offered to Habitat homeowners and prospective homeowners. This role also provides support, back-up and encouragement to a team of peers within Habitat's family services unit.

Responsibilities:

Supporting Successful Outcomes for Habitat Homeowners

- Delivers or arranges for introductory training on Condominium Corporations for families scheduled to move into multi-family residential builds prior to occupancy and follows-up with property management to ensure homeowners are equipped in their role as Officers and Members in each of the Corporations
- Attends or facilitates the arrangement of periodic community building events for newly established multi-family builds to help foster a sense of neighbourly good-will
- Monitors and responds to homeowner inquiries pertaining to properties and/or Condominium Board business and re-directs inquiries to Property Management or Warranty as appropriate with a view to educating and improving the capacity of homeowners to self-manage issues, complaints or opportunities
- Monitors annual budgets and anniversary dates for reserve fund studies and the like to diminish the likelihood of special assessments arising from inadequate funding, maintenance and repair of common property



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- Encourage any homeowners who have not registered for LTIP to move to monthly property tax installments via scheduled withdrawals.

Support for Habitat's Affordable Mortgage Program

- Monitors the monthly payment schedule administered by Habitat's mortgage service for NSF payments or irregularities for follow-up
- Identifies families who may require additional support through the monitoring of minor defaults (insurance cancellation, property tax arrears, failure to disclose income) and through routine administrative processes, initiates and follows up to ensure resolution of issues as required
- Coordinates and manages the financial administration of the mortgage portfolio by following up on and recommending resolution on requests for skipped payments, reduction in payments, arrears and liaises with legal counsel on foreclosure proceedings.
- Executes the annual income & insurance verification process and notifies homeowners of any adjustments to principal to ensure Habitat maintains compliance with CRA requirements
- Provide back-up to the Family Services Coordinator in the preparation of equity statements and other steps to assist Homeowners in selling their homes back to Habitat

Regulatory Compliance & Monitoring

- Ensures condominium plans are completed prior to occupancy
- Represents the interests of Habitat by serving on Condominium Boards, as assigned
- Tracks and monitors Condominium Corporation compliance with the *Condominium Property Act* and other regulatory and legal requirements pertaining to owners of residential properties in Alberta
- Works with Construction Services to ensure the timely fulfillment of all municipal requirements in the transfer of title to the Habitat homeowner

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



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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

Decision-making

- Consults with the Director:
 - Considering change to strategic component of the current program or processes
 - Key initiatives, new and unusual homeowner or condo corporation requests
 - Major concern with any homeowner that could affect Habitat's reputation in the community or anything that may have significant consequences; i.e. media, homeowners, messaging
 - For support and guidance on various situations or opportunities
- Informs Director:
 - When possessing information that would aid others to have; to correct misinformation.
 - Anything that stakeholders or community may expect the CEO to know.
 - Changes being made in established processes or collaborations.
 - Relationship issues/opportunities.

Candidate Qualifications

- College diploma or certificate in residential development, property management or residential realty, B.Comm considered an asset
- At least 5 years of experience in the residential real estate field with exposure to home sales, mortgages and property management, this role appeals to a more seasoned professional with 10+ years of experience in the workforce
- Models and delivers exemplary customer service in the representation of Habitat with families, community contacts, Habitat staff & volunteers, donors and supporters, and members of the general public



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- An exemplary team player with a demonstrated ability to move projects forward in the face of challenges and uncertainties
- Strong attention to detail and ability to analyze financial reports and capital asset studies
- Comfortable communicating with a variety of audience from one on one with homeowners to helping Habitat staff better understand the risks and benefits surrounding asset management to professional audiences of industry members in real estate/property development, affordable housing or banking/finance.
- Ability to work in a multi-cultural environment and implement practices supportive of diversity - experience in working with clients with ESL is an asset
- Experience in the use of databases for management, monitoring and reporting – Salesforce specifically will be considered an asset
- Experience in non-profit and/or affordable housing environment, or ability to articulate a strong affinity for the Habitat's mission
- Valid Driver's License required and some travel throughout Southern AB, from time to time. With the understanding that Habitat relies on volunteers for some functions and that Homeowner are all working families, must be willing to work the occasional evening or weekend.

Application Deadline: February 6, 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.