

# SLEMON PARK CORPORATION

## POSITION DESCRIPTION

**POSITION TITLE:** Residential Homes Manager

**REPORTING TO:** Vice President Property Management

*Date of Preparation/Revision* 2023

### POSITION SUMMARY:

This position is responsible for day-to-day operations in the Residential Homes Division, including unit rental, the collection of rents, monitoring cash receipts, co-ordinating maintenance and being the primary point of contact for contractors, maintenance team and all tenants and prospective tenants' queries, needs and concerns.

### PRINCIPAL RESPONSIBILITIES AND ACCOUNTABILITY:

#### Home Turnovers

1. Review tenant applications, perform reference checks
2. Approve/decline applications
3. Arrange viewings
4. Prepare lease
5. Schedule and perform entrances and exits
6. Complete condition reports
7. Prepare Security Deposit Refunds
8. Co-ordinate necessary maintenance with contractors and maintenance technicians

#### Rent Processing/Accounts Receivable

1. Process monthly rents
2. Address all aspects of collections including tenant contact and payment schedules
3. Implement and administer all Island Regulatory and Appeals Commission related functions of the division
4. Implement Annual Rent Increase

#### Tenant Relations

1. Answer questions, concerns and inquiries regarding policy or needs of tenants
2. Resolve issues
3. Ongoing visual inspection of subdivision and ensuring tenant compliance with rules and policies

#### Unit Maintenance (with assistance from Property Manager)

1. Determine the amount, if any, of damage deposit to be withheld from exiting tenant
2. Determine maintenance and repair requirements in turnover units
3. Initiate work order for maintenance, repairs and contract work
4. Assist in organizing and scheduling work
5. Determine extent of capital improvements and subsequent budgeting and implementation

#### Administrative Duties

1. Prepare and maintain Residential budget
2. Update and maintain computer and manual tenant files
3. Organize and maintain work schedules and tenant ingoing and outgoing reports
4. Assist Property Management Assistant when required
5. Meet with Property Manager and VP Property Management on a bi-weekly basis to discuss Property Management regarding issues, concerns, policies and procedures.

## **POSITION SPECIFICATIONS:**

### Education and Training:

Post-secondary  
Accounting course  
Computer training

### Experience:

Two years experience in property management and rental properties an asset  
Two years experience in management position dealing with customer concerns

### Skills and Knowledge:

Proficient with Microsoft Word, Microsoft Office and Excel  
Excellent interpersonal and communication skills  
Good organizational skills

## **WORKING CONDITIONS:**

### Scheduled Working Hours:

This is a full-time position with regular office hours. There is a requirement for some flexibility to accommodate tenant's schedules

### Physical, Mental and Visual:

This position requires ability to attend to details, ensuring data entry is correct  
Ability to multi-task while effectively managing occasional high-pressure situations  
A flexible and resilient personality for dealing with work order requests and rent payments  
Willingness to learn and become proficient in the use of VueWorks and Multiview property management softwares

## **COMPENSATION AND BENEFITS**

Salary – \$49,640 to \$59,565

Vacation – Starting at 3 weeks per year

Benefits – Long-Term disability, health, dental, life insurance and pension