

Housing Manager—Métis Urban Housing Corporation

Locations: Edmonton

Positions : 1

Position Status: Full Time (37.5 hrs. per week)

THE ORGANIZATION

Métis Urban Housing Corporation (MUHC), an affiliate of the Métis Nation of Alberta, was **incorporated in 1982** to provide **subsidized, adequate and suitable** housing to low and moderate income Indigenous families in Alberta. We currently have 507 units in 14 **urban centres** funded by the Federal Government through Alberta Seniors and Housing. MUHC employs over 40 full and part time staff; together we oversee tenant relations and property management needs for thousands of tenants. Unlike any other subsidized property management company in Canada, we offer housing across the province of Alberta and are the **largest Indigenous housing provider in Alberta**. For more information about Métis Urban Housing and it's sister organization Métis Capital Housing Corporation (MCHC), visit our website at www.metishousing.ca

THE OPPORTUNITY

The Central Region Housing Manager is responsible for managing the Edmonton office housing services provided by Métis Housing.

KEY RESPONSIBILITIES

Housing/Tenant Management

- Enforce Metis Housing policies, Residential Tenancy Act compliance, and housing agreements, while strategizing to mitigate violations.
- Allocate units to potential tenants.
- Validate rent calculations, income verification, and oversee move-in/move-out procedures and lease renewals.
- Supervise quarterly home visits by Regional Tenant Relations Officers.
- Offer operational feedback to develop tools for tenant education and adherence to policies.
- Provide guidance to housing staff on complex tenancy matters.
- Direct housing staff on tenant interactions regarding complaints, applications, and transfers.
- Coordinate tenant/staff events across various locations.
- Assist in resolving complex tenant disputes, including RTA preparation and hearings.
- Approve tenancy termination notices in consultation with the Director of Housing.
- Encourage positive tenant engagement in housing complexes.
- Ensure accurate and secure handling of tenant files and personal data.
- Support monthly and fiscal reporting on vacancy, rent collection, and arrears.
- Maintain accuracy in tenant files and the PTM database.

Financial Management

- Monitor rent arrears and approve chargebacks.
- Review tenant transfer requests with the Director of Housing.

Human Resources Management

- Lead and supervise the Central Region Tenant Administration Department staff.
- Cultivate a positive and safe work environment in compliance with legislation.
- Collaborate with HR regarding staff recruitment and selection.
- Provide orientation and training to new hires.
- Evaluate staff performance regularly and conduct annual reviews.
- Offer coaching and mentoring to enhance staff performance.
- Implement disciplinary measures when necessary.
- Undertake additional duties as needed.

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KEY RESPONSIBILITIES (cont.)

Community Relations

- Foster connections with community associations, agencies, and stakeholders.
- Represent the organization at community events to bolster its profile.
- Participate in in-house or off-site committees, task forces, and projects as required.

QUALIFICATIONS

Education

- Post secondary education/diploma in Business or Finance.
- Minimum of 3-5 years of property management experience and equivalent combination of education and relevant work experience.

Professional Designation

- None

Knowledge, Skills, and Abilities

- Knowledge of Property Management.
- Knowledge of Alberta Residential Tenancies Act.
- Proficient in using computer programs such as MS Office (Word, Excel, PowerPoint), MS Outlook and the internet.
- Proficient in the use of database programs.
- Proficient in the use of office equipment such as computers, voice mail, fax, scanner and photocopier.
- Excellent organizational skills, including the ability to efficiently respond to numerous demands, short time deadlines, complex and varied inquiries from contractors and tenants.

WORKING CONDITIONS

- Typically operates within a standard office schedule, with occasional overtime demands.
- Must be capable of traveling within Alberta; a rental car is available.
- This role frequently encounters stress when managing tenants and their families, especially during emergencies.
- Stress may arise from meeting deadlines and managing a high workload.
- Home visits and inspections may involve exposure to uncomfortable living conditions.

WHAT WE HAVE TO OFFER YOU

- The opportunity to work with a non-profit Indigenous organization.
- Helping to make a difference in the lives of Métis and other Indigenous peoples .
- A comprehensive benefits plan including: life insurance, disability, health, and dental.
- Generous vacation time
- Personal time off days
- Employer matching RRSP
- Personal development
- Competitive compensation

HOW TO APPLY

Applicants should send a resumé and cover letter outlining how they meet the specific requirements of the position by email to: hr@metiscapital.ca or by Fax: 587-855-6470. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.