

POSITION DESCRIPTION FOR SALAL APARTMENTS CARETAKER

Job Purpose

The Caretaker reports to the Property Manager, and is responsible for performing day to day maintenance, janitorial, and tenant relations functions for the property.

Primary Duties/Responsibilities:

Maintenance

- ◆ Performs day to day maintenance tasks to ensure efficient operation of the building.
- ◆ Acquires knowledge of the building operations and systems to assess issues and provide accurate information to the property manager and contractors to assist in resolving problems
- ◆ Responds to inquiries, complaints, emergencies and other building-related issues from tenants and others fairly, courteously, and in a timely manner.
- ◆ Performs minor repairs such as light bulb replacement, re-setting thermostats, snaking drains / toilets, replacing hardware and painting
- ◆ Keeps Property Manager informed of all relevant building-related matters and consults with the Property Manager in the overall management of the building
- ◆ Arranges and oversees contractor access as needed
- ◆ Manages key requests from tenants and access requests from others in accordance with established procedures
- ◆ Performs or assists with routine and as-needed inspections of various building systems and suites

Janitorial

- ◆ Ensures exterior areas of the building are kept clean, including litter pick-up, pressure washing, cleaning garbage / recycling area, watering exterior plants
- ◆ Ensures building security measures are followed, including door checks, perimeter checks, and other measures as needed
- ◆ Prepares tenant units for turnover, including cleaning, painting, arranging repairs, programming appliances
- ◆ Removes snow on sidewalks and driveways each day in accordance with City By-laws

Tenant Relations

- ◆ Distribute letters, notices, contracts and other correspondence related to the management of the building
- ◆ Coordinates tenant move-ins and move-outs
- ◆ Issues tenant keys, laundry access
- ◆ Works collaboratively with tenant support worker for 20 Hollyburn Family Services Society tenants
- ◆ Reports any tenancy concerns / complaints to Property Manager in a timely fashion, including suspected violations of tenancy agreements
- ◆ Support the property manager by ensuring timely delivery of notices to tenants related to suite entry, arrears, breaches, evictions, etc. as directed.
- ◆ Responds to tenants' concerns in a timely, professional manner and keeps Property Manager advised of same

General

- ◆ Maintains positive relations with all tenants, property managers, contractors, service partners and other associates
- ◆ Maintains knowledge of and adheres to all SHS policies and procedures
- ◆ Completes incident reports as needed
- ◆ Maintains accurate, up to date records related to tenancy, ordering supplies, day to day operations
- ◆ Performs other duties as assigned or required

Qualifications:

Education and Experience

- ◆ Completion of grade 12 or equivalent.
- ◆ Minimum of two years of related experience as a building caretaker or manager.
- ◆ Familiarity with MS Office, excel spreadsheets and property management software programs; some familiarity with accounting and database software an asset
- ◆ Experience working in the non-profit sector and / or with people with mental health or substance use issues an asset

Knowledge, Skills and Abilities

- ◆ Ability to take initiative and work independently
- ◆ Excellent oral and written communication in English
- ◆ Strong people skills required and experience in working a supportive housing environment an asset
- ◆ Excellent organizational, time management and problem solving skills