

Staff Housing Manager

Role Overview:

The Staff Housing Manager manages all aspects of Arctos & Bird's staff housing units which includes The Juniper Hotel & Bistro, Wild Flour Bakery and Arctos & Bird Management staff accommodation. You will provide on-site management and supervision of all staff housing operations including daily operations, financial management and tenant relations fostering Arctos & Bird's culture and standards. You will also provide administrative support to the Human Resources department as required.

Reports directly to: Human Resources Administrator

Primary Duties and Responsibilities:

Daily Operations

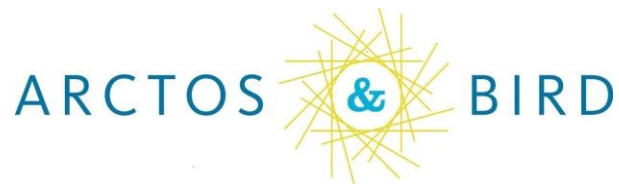
- Monitor & maintain the corporate staff housing policies and Residential Tenancy Act and regulations, procedures & processes and ensure that housing occupants adhere to those set policies and procedures; formulate strategies and tactics to mitigate violations
- Perform regular site inspections to identify repair/maintenance needs and prioritize and coordinate accordingly
- Manage room inventory, room assignments and ensure all rooms are to standard
- Continually look for ways to create or improve systems for efficient operation of staff housing
- Maintain adequate keys and supplies inventory
- Plan and implement weekly cleaning schedules for tenants of assigned areas
- Issue written warnings and eviction notices when required
- Coordinate with department managers to assess needs of their recruits
- Assist with housing acquisitions, where a favourable opportunity is present
- Periodically required to take staff housing related calls outside of business hours

Financial Management

- Administer rent and damage deposit collection and minimize arrears
- Setting rents while observing the fair market value
- Administer collection of key replacements fees, cost of damages, etc.
- Monitor, prioritize, plan, and budget capital expenditures for the overall annual staff housing needs

Tenant Relations

- Check-in/sign lease with new residents and conduct checkouts
- Meet with tenants to review expectations, conditions, and cleaning procedures
- Develop tools and systems to promote sense of responsibility in tenants for their role in maintaining units and common areas
- Mediate resident conflicts in a manner that is timely and provide proper follow-up and referral when appropriate
- Issue written warnings and eviction notices when required



Required Knowledge, Skills, and Abilities

- Previous experience managing accommodations required or equivalent experience
- Excellent communication skills (verbal and written), interpersonal and presentation skills
- Valid driver's license and own transportation
- Sound knowledge of the Residential Tenancy Act
- Ability to establish and maintain effective relationships with tenants, all departments, and contractors
- Experience in budget preparation and monitoring
- Strong supervisory and leadership skills; Demonstrated ability to build productive teams of staff performing varied functions
- Excellent conflict resolution skills
- Demonstrated ability to work under pressure, multi-task conflicting demands, meet deadlines and work independently
- Demonstrated ability to deal with sensitive situations with tact and diplomacy
- Proficient computer skills, experience in creating and using Excel spreadsheets.

Personality characteristics

- Professionalism
- Discretion
- High ethical standards
- Clear rules and organized methods to guide activities
- Strive for continuous improvement
- Sound decision making and judgement

Professional Conduct

- Work collaboratively and collegially with A&B business managers, accounting, administration, and operational teams
- Hold personal and professional conduct to levels defined as appropriate by A&B standards
- Treat others within the organization with respect at all times

What's in it for you?

- The diversity of working with locally owned, rapidly growing businesses.
- A rewarding, positive and creative work environment.
- The opportunity to use your skills in a meaningful way.
- Financial remuneration that is fair and fits the responsibilities.
- Hotel, Restaurant, and Bakery discounts, Complementary Canoe Passes and Active Living Benefits

How to Apply

If you think you are the right person for this job we'd love to hear from you. We thank all applicants that apply, but only those deemed qualified by our hiring manager will be contacted. To apply, please email your cover letter and resume to Koren O'Connell at hr@arctosbanff.ca