

JOB DESCRIPTION – ADMINISTRATION AND PROPERTY MANAGEMENT SUPPORT

Organization: Hiyám Housing
Position Status: Full-time (40 hours per week)
Primary Office Location: North Vancouver

Background:

Hiyam Housing is a non-profit organization created by the Squamish Nation Council with the goal of housing every Squamish people within a generation. Our focus is on providing affordable housing for low-to-moderate-income families, with priority given to Squamish People. We are seeking an organized and self-motivated Admin & Property Management Support (APMS) to provide comprehensive administrative and property management assistance to the team, tenants, and staff.

General Purpose:

The Admin & Property Management Support (APMS) provides essential administrative and property management assistance to ensure the smooth operation of Hiyam Housing. The APMS is responsible for supporting the daily administrative tasks, tenant relations, and property management activities, including waitlist management, rent calculations, document preparation, and correspondence. Additionally, the APMS plays a key role in maintaining efficient office operations, supporting various departments, and ensuring compliance with legal and organizational requirements. This role requires a positive and professional demeanor, excellent organizational skills, and the ability to work collaboratively with staff and tenants.

Key Responsibilities and Duties:

Administrative Support:

- Greet and assist visitors and tenants with respect and professionalism.
- Handle office tasks, such as managing supplies, ordering materials, and hiring cleaners.
- Provide scheduling support by booking meetings and appointments.
- Answer calls, route callers to the appropriate party, and manage email communications.
- Maintain filing systems (both electronic and physical) and ensure accurate records.
- Support administrative tasks for various departments, including finance, maintenance, fundraising, and human resources.

- Oversee the reception email, info email, and SNARP applications inbox, ensuring timely and professional responses.
- Attend meetings as required.

Resident Administration:

- Assist tenants with the completion of housing applications, waitlist management, and tenant database updates.
- Provide administrative support for the Hiyám Housing Home Loan program and other new housing programs.
- Assist with tenant move-ins and move-outs, creating welcome packages and ensuring smooth transitions.
- Implement tenant initiatives and assist in tenant relations, including rent calculations and letter writing.
- Manage waitlists and communicate updates to tenants as necessary.
- Ensure timely collection of rent payments and maintain records of payments (cash, checks), scanning and saving receipts for documentation.
- Create bank deposit sheets and send deposit information to the finance team.

Property Management Support:

- Perform property management tasks such as coordinating with building managers, processing tenant requests, and maintaining accurate records in Arcori.
- Update tenant information and work orders in Arcori, and ensure maintenance tasks are completed.
- Attend to property management notices and work closely with the Property Manager to communicate tenant changes (e.g., tenancy agreement updates).
- Support property-related administrative duties, including the creation of notices, tracking application progress, and overseeing property activities like laundry coin collection.

Additional As Required:

- Assist with event coordination, including open houses and grand openings, by picking up supplies and handling administrative tasks during events.

- Handle the collection of mail, including scanning bills and forwarding them to the relevant team members.
- Attend training sessions to stay updated on Arcori and property management best practices.
- Assist with credit card transactions and expense sheet management when required.
- Support the Hiyám team with various administrative and property management tasks as needed.

Skills and Attributes:

- Strong organizational and multitasking skills.
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other software like Adobe Acrobat.
- Excellent verbal and written communication skills.
- Experience in data entry and database management (Arcori or similar platforms).
- Ability to work in a culturally safe environment, respecting Indigenous traditions and values.
- Strong problem-solving skills and attention to detail.

Education and Experience:

- High school diploma required; a business administration certificate or diploma is preferred.
- At least 3 years of experience in administrative roles, ideally within a property management or housing context.
- Previous experience working with Indigenous organizations or communities is an asset.

Salary and Benefits

As well as a competitive base salary dependent on the number of years of experience, we also offer corporate benefits.

- A generous compensation package which includes extended health and dental benefits and a superb pension plan
- Access to professional development funds and opportunities for career development
- Annual salary range \$48,000- \$58,000



336 West 4th Street
North Vancouver, BC
V7M 1J1 Canada

(604) 210-9126
info@hiyamhousing.com
www.hiyamhousing.com

Your cover letter and resume should be submitted as one document in your profile when applying for this position. Please add your cover letter to your resume and submit both documents as your resume to **info@hiyamhousing.com**

CLOSES: Open until filled.