

**Director of Operations**  
**Stoney Creek Community Homes Inc.**  
**Stoney Creek Community Services Corporation**

**The Company**

Stoney Creek Community Homes Inc. (SCCHI) is a non-profit affordable housing provider. We own and manage properties throughout Stoney Creek. We also manage properties in Simcoe, Brantford, and Halton, through an associated company.

Our mission is to provide access to adequate, suitable affordable housing, and provide a solid foundation on which to overcome obstacles, raise families and enjoy the elder years. Our commitment to accessible and affordable housing will contribute to building strong families and communities.

**The Role**

Stoney Creek Community Homes Inc. is looking for an energetic candidate for the role of Director of Operations to oversee the Maintenance and Tenant Services departments in our company.

The Director of Operations reports directly to the Executive Director and oversees maintenance lead hands, remote maintenance and custodial staff, tenant services staff, and administrative staff all working to support tenants in over 800 units. Our portfolio includes midrise apartment buildings and town homes that house a mix of affordable market rent and rent-g geared-to-income units for families, seniors, and singles.

In this role, the Director of Operations needs to be ready to improve workflow, communication, and accountability by developing company policies and procedures that will standardize the work carried out at our properties.

This is an opportunity for a leader to showcase their managerial skills, by applying metrics to guide decision making regarding budgeting, staffing, scheduling, and resource planning to help us achieve our mission while improving workplace culture.

To meet the obligations laid out in our operating agreements, the Director of Operations oversees the ongoing maintenance of 14 residential properties, as well as the capital replacement of assets, and facilities maintenance with the support of the Maintenance department staff. The Director of Operations also provides oversight to the Tenant Services department who work to administer the applicant and tenant functions of the corporation(s). This department is responsible for rental applications, leases, tenant complaints, rent and arrears collections, rent calculations, tenant matters, Landlord Tenant Board hearing and order enforcement and Small Claims Court filings.

In conjunction with the Human Resources function, the Director of Operations will maintain adequate staffing levels by hiring, training, supervising, scheduling, and managing staff in the Operational departments.

Work in this role will require adherence to Ontario Building Code, the Construction Lien Act, the Ontario Fire Code, the Electrical Safety Authority Continuous Safety Services (CSS) Program, TSSA Elevator regulations (Technical Standards and Safety Act, 2000), the Employment Standards Act (ESA), the

Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA), the Occupational Health and Safety Act (OHSA), the Personal Information Protection and Electronic Documents Act (PIPEDA), the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), the Residential Tenancies Act (RTA), the Housing Services Act (HSA), Municipal Operating Agreements, and any other relevant regulations, while achieving the mission of the company.

SCCHI and its associated company take workplace and tenant safety very seriously and participation in the Joint Health and Safety Committee is expected.

### **Hours of Work**

Monday-Friday 8:00 to 4:00 pm with management on call responsibilities on evenings and weekends. Attendance at evening board meetings is required. As a management position this role does not qualify for overtime.

### **Compensation and Benefits**

Salary: \$90,000-\$102,000

Company RPP with matching 6% contributions

Health and Dental Benefits

3 weeks vacation

5 days personal time plus 5 days sick time

Mileage

### **Qualifications**

The ideal candidate is organized and can balance competing priorities while achieving deadlines. The candidate will be able to generate and analyze reports using Excel and our property management software with efficiency and is skilled using Microsoft Office and SharePoint.

Ten (10) or more years of senior management responsibility is a requirement. Demonstrated experience improving organizational performance through the development of procedures and policies and decisive, tactful, leadership is a required.

As a people manager, the candidate must have excellent, tactful, and courteous communication skills. The candidate must be able to demonstrate experience motivating others.

Broad work experience in housing is a strong asset and will include experience in building maintenance or rent geared to income administration. Experience with Yardi property management software is an asset. An advanced degree in any field is desirable.

Joint Health and Safety Committee certification is an asset.

Experience working with IT systems is an asset.

Must possess a valid Driver's License. The use of a motor vehicle is required as a condition of employment.

An offer of employment is conditional on providing a satisfactory Police Criminal Records Check.

### **Application Deadline: 17 April 2023**

Forward resume and cover letter to [jobs@communityhomes.ca](mailto:jobs@communityhomes.ca)