

Operations Manager

We are looking for an Operations Manager to lead our team of housing co-op managers!

The organization

Located in Vancouver, COHO Management Services Society (COHO) is non-profit property management company whose purpose is to promote and provide sound management support services for non-profit co-op homes. We aspire to preserve affordable co-operative housing for current and future generations with a focus on good governance and sound property and asset management. For over 35 years, COHO has delivered tailor-made management services. Our success is founded of clear and concise financial reporting, expertise in the governance of housing co-operatives and proactive and open communication with our clients.

COHO is the property management subsidiary of the Co-operative Housing Federation of BC (CHF BC). CHF BC represents the interests of almost 15,000 co-op homes in British Columbia and inspires them to foster a thriving co-operative housing movement.

The position

Reporting to the executive director, the operations manager is responsible for interpreting COHO's business strategy and implementing innovative solutions with a goal of ensuring that COHO is the gold standard in the management of housing co-operatives. They oversee the day to day operations of a portfolio of almost 6,000 co-op homes with a focus on continuous quality improvement.

Their overall responsibility is to ensure the delivery of high quality and effective and efficient management services according to the housing co-op sector's best practices in good governance and sound management. The incumbent is expected to develop and maintain good relationships with the boards of client co-operatives and other industry professionals and collaborators such as CHF BC, CHF Canada, the Agency of Co-operative Housing, BC Housing and the Community Land Trust.

Salary commensurate with experience. COHO thanks all applicants for their interest; only those selected for an interview will be contacted.

Read the full job description attached.

Operations Manager

Reports to: Executive Director

Accountability: The operations manager oversees the day to day operations of COHO's client portfolio. The operations manager acts as a mentor to, and manages the performance of, co-op managers, maintenance coordinators and the field operations team to ensure that COHO's services are the gold standard in property management for housing co-operatives. They are the primary resource for client feedback and are responsible for establishing and nurturing the relationship with co-op client boards and the teams that provide services to the housing co-operative. They play a leadership role in combining sound property management and good governance principles with a commitment to executing COHO's business strategy and supporting the teams responsible for COHO's core line of business.

Key Responsibilities/Functions

The major responsibilities of this position include, but are not limited to:

Property Management

- Ensuring COHO delivers on its contractual obligations to provide services that are consistent with the short and long-term viability of housing co-operatives
- Developing and implementing sound management and preventative maintenance practices at client co-ops
- Collaborate with the staff development team to, developing and monitoring processes and procedures to ensure the quality of services provided by coordinators, technicians, and custodians, meets COHO's standards and best practices in property management and co-op governance
- Ensuring that staff responsible for the day to day management and maintenance of the co-operative carry out policies and procedures determined by the co-op's board and general membership

Relationship Building

- Developing a comprehensive and effective client feedback loop to anticipate and respond to the evolving needs of each housing co-op in COHO's portfolio
- Building and maintaining effective relationships with client representatives, co-op housing partners and other stakeholders to contribute to COHO's success
- Facilitating constructive communication with clients and staff to ensure that service requests are responded to in accordance with best practices, in compliance with contractual obligations and in the best interest of the housing co-op

- Resolving service problems by being proactive, making necessary adjustments and following up to ensure resolution
- Establishing and maintaining alliances with like-minded organizations to keep informed of sector activities and to advance the vision and mission of the CHF BC group social purpose organizations
- Attending meetings with the staff development team, clients and staff to facilitate improvements and growth of COHO's services

Operations and Team Building

- In conjunction with property management staff, overall responsibility for ensuring client co-ops are managed effectively and in accordance with best practices
- Works closely with the staff development team to monitor and provide feedback on performance of co-op managers coordinators and field operations staff
- Working closely with the management team to implement effective strategies with the goal to improve the client and employee experience
- Overseeing new client start up by ensuring proper staffing and transition of necessary portfolio documents

Knowledge and Experience

- Relevant post-secondary degree or equivalent experience
- A minimum of 5 years experience in building operations and property management of residential properties
- A proven leader with experience providing strategic leadership preferably in a not for profit and/or co-operative housing environment
- Knowledge of the community housing sector
- Demonstrated knowledge and experience working with a full range of co-op and other affordable housing program operating agreements
- Working knowledge of the *Cooperative Association Act*, federal, provincial and municipal housing programs and related statutes and regulations
- Knowledge of effective, affordable housing solutions and hands-on experience working with multiple stakeholders
- Knowledge of best practices in property and asset management
- Experience developing risk management controls and contingency plans
- Knowledge of the co-operative housing model

Skills and Abilities

- Ability to adapt leadership style with a goal to motivate a team of self-starters
- Ability to manage a team in person and remotely
- Ability to approach duties with integrity and fairness combined with the flexibility and courage to shift direction and experiment with new initiatives
- Ability to perform at a high level in stressful situations
- Ability to take initiative, make independent judgement/decisions

- Strong and authentic relationship building skills
- Customer service oriented with the ability to create a positive impression of COHO and its services
- Ability to analyse corporate financial reports and to develop and implement business plans and budgets
- Highly developed communications skills
- Demonstrated ethical and professional behaviour
- Understanding of and ability to work effectively in a community-based housing environment
- A desire to explore new ideas and innovative approaches to solving problems

Working Conditions

This position requires flexibility to work outside of regular office hours (i.e. evenings/weekends) when necessary. Currently, this position requires that the incumbent work a combination of remotely and at the Vancouver office with a minimum of two days weekly in the Vancouver office. When COHO decides that it is safe to do so, the position is likely to return to working full time in the Vancouver office with activities on the lower mainland, on Vancouver Island, and occasionally the northern and interior regions of BC.

Scope of Authority

- Authority over all management decisions in day-to-day operations
- Collaborates with the management team to assign staff to client sites
- Authority with respect to the day-to-day operations COHO's services to clients, reporting to the Executive Director
- Develops strategic and operating plans, in collaboration with the COHO management team
- Exercises additional authorities as approved by the Executive Director
- Serves as the primary management liaison and contact to COHO's clients