

## **CMHA - Shuswap/Revelstoke Branch**

### **Job Description**

**Job Title:** Resident Building Attendant (Casual)

**Areas of Responsibility:** CMHA Properties

**Work Area:** Salmon Arm, BC

**Reports to:** Manager of Property Services and Operations

**Bargaining Unit:** HEU, Community Sub-sector

**Classification:** Grid 15, Benchmark 80410

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### **Job Summary**

Responsible for the administrative, maintenance, and security functions of CMHA properties.

### **Typical Duties and Responsibilities**

1. Performs administrative functions related to property management and landlord/tenant relations such as rent collection, security deposits, petty cash, bookkeeping functions, banking, and related record keeping.
2. Performs suite and building maintenance and repair functions such as dry wall repair, applying paint, and repairing and replacing appliance plugs, sinks, taps, toilet parts, range hoods, and light fixtures. Performs mechanical maintenance on equipment such as lawn mowers, weed eaters, and appliances by cleaning, greasing, oiling, and replacing broken and worn parts.
3. Interacts with clients, observes client behaviour, investigates and handles disturbances, deals with client emergencies in accordance with guidelines, and reports incidents to appropriate staff or authorities.
4. Assists in developing short- and long-term plans for items such as capital needs, servicing of equipment, landscaping, and grounds maintenance.
5. Makes recommendations regarding the property/maintenance budget, and monitors expenditures for property maintenance.
6. Maintains security of the property by performing duties such as patrolling buildings and grounds, checking that doors and windows in common areas are secure, escorting unwelcome visitors out of the building, testing safety equipment, directing fire drills, and obtaining appropriate services in emergencies.
7. Cleans external areas such as entranceways, sidewalks, and parking lots using manual and power brooms, rakes, shovels, and other equipment to remove dirt, leaves, snow, and other

refuse. Performs minor gardening and lawn maintenance tasks such as mowing, weeding, pruning, and watering.

8. Provides instructions and supervision to work crews, and/or provides direction to volunteers. Monitors work performed by contractors, contacts external contractors and tradespeople to obtain quotes, and arranges for major repairs and maintenance.

9. Monitors maintenance and housekeeping supplies. Places purchase orders with external suppliers, receives supplies, checks invoices against orders and goods received, stores and distributes supplies, and contacts suppliers to obtain and provide general information.

10. Performs other related duties as assigned.

### **Qualifications**

- Grade 12 plus related vocational training such as building maintenance course
- Valid Class V BC Driver's License
- Certificate in First Aid and CPR
- Recent related experience of two years or more
- Knowledge of Residential Tenancy Act, experience in social housing
- Combination of education and experience determined to be reasonable and relevant to the level of work

### **Typical Skills and Abilities**

- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Must be able to establish and maintain a positive rapport with tenants and team members
- Ability to operate related equipment
- Ability to physically maintain properties
- Ability to communicate effectively, both verbally and in writing
- Ability to organize and prioritize
- Ability to analyze and resolve problems
- Conflict resolution and crisis intervention skills
- Must be agreeable to being on-call
- Must be agreeable to a flexible work schedule
- Must be proficient in computer technology
- May have to use personal vehicle
- Must be self-directed to plan work activities and set goals for the program