



Sample Job Description

BOARD OF DIRECTORS

Position: Director

Source of Authority: The Board of Directors is elected by Society/Co-op members at the Annual General Meeting.

Composition: The Board of Directors has nine members.

Term of Office: Directors are chosen for two years, with a staggered system of term completion.

Objectives: The Board of Directors is chosen to manage the Society/Co-op. The Board has the power to act for the Society/Co-op except where the *Society Act/Co-operative Association Act* say a decision must be made at a members' meeting. The Board must act within all legislated and contractual requirements. It must obey all resolutions passed at members' meetings. Legally, the Board can only act after a decision has been made within an adopted procedure for decision-making. The Directors must act at all times in the best interests of the Society/Co-op as a whole, so as to preserve its assets, further its interests, and promote the purposes for which it was formed.

Responsibilities of the Board of Directors:

- Attend all Board meetings.
- Prepare for meetings by reading relevant reports.
- Stay in touch with the general needs and concerns of all aspects of Society/Co-op operations.
- Remain up-to-date with relevant legislation and policies.
- Ensure all tasks are being attended to within policy and legal requirements.
- Report regularly to the membership on the activities of the Board and the affairs of the Society/Co-op.
- Ensure members are well informed.
- Develop all Society/Co-op policies and ensure all policies and bylaws/rules are either properly enforced or amended.
- Represent the Society/Co-op appropriately in all contacts as a Director.
- Ensure long-range planning and forecasting.
- Provide guidance to the membership in selecting energetic, qualified and effective Directors.
- Ensure re-generation of the membership and the Board of Directors.



- Appoint committees to carry out ongoing operational tasks, procedural functions, and policy recommendations.
- Hire competent staff and audit and support their performance of duties.
- Keep in touch with the needs and concerns of members, staff, volunteers and residents.
- Implement an evaluation system of Society/Co-op functions.
- Provide a process to resolve conflicts.
- Assume specific responsibilities for Board activities either as an elected officer, as a committee member, for occasional special projects, or specific tasks, as assigned from time to time.

Financial Responsibilities:

- Understand financial implications of Board decisions and recommendations to members.
- Ensure adequate financial controls are in use and financial records are up to date and accurate.
- Monitor expenses and income.
- Approve the annual budget and recommend it to membership.
- Conduct periodic evaluations of Society/Co-op operations to ensure continuous quality improvement.
- Recommend the appointment of the auditor to the membership.

Approved: General Membership
 Annual General Meeting
 July 5, 20__



Sample Job Description

PROPERTY MANAGEMENT COMPANY

HOMES BC Family housing development – responsibilities:

Marketing the Development

- Mail application form to interested families.
- Place advertisements in local newspapers, as necessary.
- Ensure eligibility of both market rent and subsidized applicants.
- Interview market rent and subsidized applicants.

Start-up Management Activities

- Plan and carry out initial move-in and inspection of all units.
- Assist in preparing initial operating budget.
- Become familiar with the requirements of the housing program.
- Arrange for purchase of required equipment and supplies.
- Set up books of account for the development.

Annual Management Activities

- Hire/supervise development staff.
- Carry out day-to-day administration of the development.
- Maintain resident waiting lists and market the development, as required.
- Determine eligibility of applicant for tenancy.
- Verify income of subsidized tenants annually/as required, and calculate subsidized rents.
- Conduct incoming and outgoing inspections and report preparation.
- Set market rents in co-operation with BC Housing.
- Collect and deposit rents/housing charges for development. Follow up on arrears.
- Execute lease and tenancy/occupancy agreements.
- Conduct evictions/terminations and other legal action against residents (subject to society Board or co-op membership approval).
- Maintain monthly and annual rent roll and balance sheet records.
- Ensure invoices are paid on time.



- Report regularly to the Board of Directors, the Finance Committee and Property Management Committee, when necessary.
- Prepare annual operating budget and other reports requested by the BC Housing and the Board of Directors.
- Renew insurance annually.

Annual Maintenance Activities

- Arrange annual maintenance contracts.
- Conduct maintenance inspections for replacement reserve planning.
- Clean all interior common areas and remove debris from all public areas.
- Ensure pest control.
- Carry out general building repairs, including electrical, heating and plumbing.
- Maintain grounds, including snow removal, landscaping, cleaning catch basins, etc.
- Carry out ground repairs of a minor nature, i.e. trees, sidewalks, play equipment, fencing.
- Repair unusual or extensive damage (after obtaining budget approval from the Board of Directors and BC Housing).
- Implement Fire Safety Plan for the building.
- Maintain and inspect all emergency life support systems.
- Paint units for move-outs and touch-ups.

(Maintenance activities may be contracted out and/or a Superintendent may be hired to undertake these activities. It is the responsibility of the property management firm to ensure the interior and exterior of the building is maintained in a state of cleanliness and repair.)



Sample Job Description

SUPERINTENDENT/JANITOR

Primary Function:

Functions as the organization's representative in matters of building management, and performs a variety of cleaning duties at the development.

Job Duties and Tasks:

The Superintendent/Janitor will report directly to the Property Manager and will be responsible for:

- Carrying out routine maintenance and inspection procedures as detailed in the Building Maintenance Checklist.
- Performing cleaning duties in accordance with the Cleaning Schedule, such as:
 - (a) Mops, washes, waxes and polishes floors and vacuums carpets (except on move-outs).
 - (b) Maintains cleanliness of assigned outside areas, picks up litter and removes garbage.
 - (c) Clears snow from doorways and walkways when required.
 - (d) Operates cleaning janitorial equipment and uses associated tools and cleaning materials.
 - (e) Cleans walls, furniture, smoke alarms, and dusts and sweeps areas.
 - (f) Washes windows.
- Carrying out other maintenance cleaning tasks or grounds maintenance as requested by the Property Manager, such as lock changes and repairs, minor carpentry, minor electrical and plumbing repairs, painting.
- Reporting major repairs needed to the Property Manager.
- Performing move-in/move-out unit inspections and assisting with annual inspections.
- Responding to resident inquiries, complaints and emergencies, and taking appropriate action.
- Answering emergency calls and notifying appropriate authorities.
- Maintaining records of all repairs.
- Maintaining an inventory of equipment and supplies needed in the execution of the job.
- Ensuring the Property Manager is aware of vandalism, disturbances and resident complaints.
- Maintaining general security (locked doors and windows in common areas). Maintaining lock and key records.
- Receiving and unlocking doors for tradespeople, where appropriate.
- Assisting the Property Manager in determining budgets for maintenance work and supplies.



Sample Job Description

PROPERTY MANAGER

The Property Manager will report to the Board of Directors, and will supervise and plan the day-to-day operations of the development according to the bylaws/rules, policies and resolutions of the Board.

Liaison:

- Attend monthly Board meetings, prepare management reports to the Board, and advise the Board on all aspects of society/co-op operations.
- Liaise with BC Housing and all other agencies related to society/co-op management.
- Maintain society/co-op corporate records.
- File required reports and forms with government agencies.
- Respond to public enquiries.

Finance:

- Prepare the annual budget and cash flow worksheets.
- Provide monthly financial reports to the Board.
- Act as purchasing agent for the society/co-op, in accordance with the Spending Policy.
- Prepare cheques for signature.
- Maintain all financial records, including society/co-op books to trial balance.
- Liaise with auditor and oversee preparations for the annual audit.
- File budgets and audited financial statements to government agencies as required.
- Collect rents/housing charges and arrears.
- Calculate rent-geared-to-income (RGI) rents, in accordance with BC Housing guidelines.
- Advise the Board of Directors on society/co-op financial management.



Building Management:

- Supervise superintendent.
- Supervise and arrange routine and emergency maintenance of the development, including mechanical/electrical systems and the grounds.
- Receive work requests and authorize work to be done.
- Retain and supervise tradespeople.
- Purchase maintenance equipment.
- Advise Board of long-term maintenance needs.
- Administer parking policy.
- Oversee unit inspections.

Resident Relations:

- Advertise for and receive applications for vacant apartments.
- Determine the eligibility of prospective applicants and allocate apartments, after consultation with the Board of Directors, if appropriate.
- Maintain waiting lists.
- Process move-ins and move-outs.
- Receive and follow up on resident complaints.
- Inform residents of policy changes and building information, as required.

General:

- Maintain filing system.
- Provide administrative support to the society/co-op.
- Set up and maintain office and keep regular office hours.