



PROGRAM COORDINATOR (Winnipeg, Manitoba) S.A.M. Management Inc.

Job ID: SAM 2021-0504

Job Profile

The position works on a wide range of projects, initiatives and policy that support the delivery of quality services to SAM Management's internal and external stakeholders. The position undertakes research, develops and interprets policy and procedures for the organization, and supports the implementation of SAM Management's strategic initiatives, plans and projects. Additionally, the position is responsible for issues management, administering legislative requirements for building safety and organization compliance documents, residential tenancies branch requirements/regulations under the Act including the cooperatives Act and Life Leases Act, processing tenant applications and tenant background checks, creating and maintaining tenant and property waitlists, preparing and coordinating organization board administration, processing property unit rent increases, analyzing property vacancies and arrears, providing resolution of tenant-landlord disputes, enforcing compliance under the various legislative requirements.

Qualifications:

The successful candidate must have:

- A university degree in public administration and/or business administration and/or a related field with three to five years of related policy and project management experience - preferably in the public sector. A combination of education and experience may be considered
- Diverse coordination and communication skills to foster collaboration, provide recommendations and advice, resolve conflicts and proactively mitigate/manage issues.
- Strong verbal and written communication skills to communicate effectively with staff, clients and stakeholders, and excellent interpersonal skills to build strong working relationships
- Attention to detail, with demonstrated organizational and time management skills to plan, balance, and manage competing priorities and workload demands while ensuring organizational standards are met
- Excellent critical thinking, analytical, judgement and decision-making skills that support department and organizational goals
- Demonstrated political acumen, adaptability, and issues management expertise to respond to sensitive issues
- Experience leading and managing multiple projects across diverse teams, while ensuring quality deliverables
- Experience in policy and program analysis, including design, development, implementation and evaluation
- Knowledge of Not for Profit Organizations
- Knowledge of Board Administration activities, process, policies, roles and responsibilities.
- Knowledge of Legislative Acts and Regulations with experience working with, interpreting and implementing, policies, process and procedures.
- Experience using electronic file management systems.
- Significant experience in providing customer service, proactively problem solving, investigating complaints; conducting hearings; gathering information from involved parties through in person and telephone interviews; mediating disputes between landlords and tenants
- Proficiency working with Microsoft Office suite
- Knowledge of the Residential Tenancies Branch Act, Co-operatives Act and Life Leases Acts are considered an asset.
- **Desired:** Practical knowledge of the construction industry or property maintenance.

Accountabilities

- Ensuring organizations' compliance with corporate, business, health and safety requirements
- Communicating with Boards of Directors Providing administrative support to all Boards for projects managed by SAM and Preparing and coordinating documentation and Information for partner Organization Board meetings that includes agendas and supporting materials; assembling and distributing materials in accordance with the various boards' protocol.
- Providing logistical support board meetings, the Annual General Meeting and other client engagement activities as requested
- Analyzing data related to vacancies, arrears, turnovers etc and recommending improvements to process
- Maintaining the waiting list within SAM (Management) Inc policies and procedures
- Communicating with applicants to ensure compliance with the SAM (Management) Inc policy for waiting list management
- Developing of marketing plans for the properties
- Facilitating contact and maintaining relationships with various governmental and community services departments and organizations
- Representing SAM Management Inc to the Residential Tenancies Branch and other regulatory authorities
- Ensuring that information is complete, detailed and accurate
- Ensuring that SAM Managements processes and procedures result in quality services to stakeholders and handled accurately and in a timely fashion
- Planning and implementing strategies to improve and maintain relationships with SAM Management stakeholders
- Representing SAM Management Inc in a positive manner through professional conduct and upholding the mission statement and values of SAM Management Inc.
- Treating fellow employees with respect and dignity, understanding their jobs and their importance to SAM Management Inc, and cooperating in achieving their goals
- Skilled at setting priorities, developing work schedules, monitoring progress and tracking details, data, information and activities
- Highly organized, focused attention to details and capable of organizing own work with a minimum of direction
- Ability to use initiative and independent judgment within established policy and procedural guidelines
- Ability to be flexible and creative in working with limited resources and multiple deadlines

Working Conditions

- Office environment on site at SAM Management Inc
- Position is full time

Conditions of Employment:

- Must be legally entitled to work in Canada
- A satisfactory Criminal Record Check
- Competitive salary and benefits depending on qualifications and experience.

SAM Management Inc. supports equitable employment practices and promotes representation of designated groups (women, Indigenous people, persons with disabilities, visible minorities.

Please email your resume and cover letter by to the attention of:
Karlene Debance, Chief Executive Officer at kdebance@sam.mb.ca

Only candidates being considered for an interview will be contacted. Position to remain open until filled.