

Housing Co-op Manager Sample Job Description¹

POSITION: Housing Co-op Manager

REPORTS TO: Board of Directors

WORK WEEK: 35 hours. Some evening work is required.

GENERAL DESCRIPTION:

The manager's job is to oversee and be accountable for the management of the co-op's operations, subject to the general direction of the board of directors. The manager acts as agent of the co-op in delegated areas of authority and is responsible for hiring and supervising other co-op staff. The manager provides support to the board and members and keeps the co-op in touch with the wider co-op housing sector.

RESPONSIBILITIES:

1. Managing the finances

The manager has overall responsibility for the financial management of the co-op. The manager either carries out financial management tasks directly or supervises the work of the bookkeeper. Specifically, the manager, either directly or supervising the bookkeeper,

- ensures compliance with all financial requirements of the co-op's funding program
- administers the rent-geared-to-income program based on the requirements of the co-op's funding program
- ensures that there is an adequate accounting system in place that produces monthly financial statements
- ensures that there are adequate financial controls in place
- maintains the financial records
- prepares the co-op's capital and operating budgets, including proposed market housing charges, for submission to the board

¹ This sample job description is based on a co-op with a full-time manager and a part-time bookkeeper, but no other staff. It assumes the co-op has a Finance Committee. It will need to be adapted to reflect the actual staffing and committee arrangements in each co-op and the rules of the co-op's funding program. It will also need to be adapted to take account of the work demands in the co-op with some responsibilities being assigned to additional staff, or modified or dropped, as necessary.

- notifies the members of housing charge changes
- presents and explains financial statements to the board monthly and points out any matters of concern
- presents other financial reports to the board (such as member arrears, cash flow, capital forecasting and investment reports) as required
- supervises the work of the co-op's bookkeeper
- administers payroll
- makes sure that credit union deposits are done on time and are properly recorded
- monitors cash flow
- manages member accounts receivable
- administers the co-op's accounts payable, including invoice processing and cheque preparation
- ensures that the co-op's reserves are appropriately invested
- administers a petty cash system
- administers the co-op's Arrears and Spending by-laws
- prepares working papers for the annual auditor's inspection
- advises the board and finance committee on financial matters
- drafts financial policies for the approval of the board or membership
- arranges periodic training for finance committee members.

2. Keeping the co-op in good repair

The manager is responsible for developing an overall property maintenance and repair program. Specifically, the manager

- keeps property and maintenance records
- develops a routine and preventive maintenance plan
- makes sure a capital plan is developed and kept up to date
- administers a key control system
- administers the parking policy
- retains and supervises trades people and other contractors and consultants in accordance with co-op by-laws
- approves the purchase of maintenance equipment and supplies
- makes sure that each housing unit is inspected once a year and whenever a member moves out
- makes sure that the co-op has necessary life and safety systems, emergency response procedures and security measures in place
- makes sure that the co-op complies with the fire code, elevator code, Electrical Safety Authority rules and other legal requirements related to the co-op's property
- administers the member work request system
- makes sure that the co-op is free of hazards

- advises the board on property matters
- provides a maintenance activity report to the board, as needed.

3. Keeping the co-op full

The manager is responsible for developing a strategy to maintain full occupancy of the co-op. Specifically the manager

- responds to enquiries and receives applications
- markets co-op units, as necessary, to fill vacancies
- liaises with marketing consultant, as needed
- makes sure units are quickly restored to market-ready condition following move-outs
- conducts credit and landlord checks
- administers the co-op's internal and external waiting lists
- administers the co-op's agreement with support services agencies
- co-ordinates move-outs, internal moves and move-ins to minimize vacancy loss
- makes sure new members sign occupancy agreements and make necessary payments before move-in
- makes sure new members are promptly welcomed and oriented
- advises on marketing and member selection issues
- provides monthly vacancy and marketing reports to the board.

4. Meeting the co-op's legal requirements

The manager acts on the co-op's behalf to ensure that it meets its legal requirements. Specifically, the manager

- liaises with the co-op's lawyer
- maintains the co-op's minute book and other corporate records
- files audited financial statements and required reports and notices with government agencies
- administers the co-op's by-laws
- makes sure the co-op follows program rules, complies with the provincial co-op act and other laws, and protects the privacy of personal information
- assists the board with eviction hearings and works with the co-op's lawyer to obtain writs of possession, as necessary
- works with the co-op's lawyer on other legal proceedings related to the co-op's operations
- liaises with federal, provincial and municipal housing agencies and with other municipal agencies such as police, fire department and utility companies

- makes sure the co-op has adequate insurance coverage and administers claims
- reports to the board, as necessary, on legal issues as they arise.

5. Supporting good governance in the co-op

The manager is responsible for supporting good governance in the co-op by the board and membership. Specifically the manager

- provides the board with the information and advice it needs, in a clear format, to make sound decisions
- ensures that board meetings are well planned and prepared for and minutes are kept
- arranges for a board orientation each year and provides information about other training opportunities
- arranges for an annual board planning session
- promotes and supports effective two-way communication between the board and members
- ensures that members' meetings are well organized and minutes are kept
- works with the board to provide members with the information they need, in a clear format, to stay informed about the co-op and make good membership decisions
- advises directors and members about their role in the co-op's governance structure.

6. Office and staff management

The manager is responsible for the efficient administration of the co-op's office and its systems and for management of other staff of the co-op. Specifically, in addition to the administrative responsibilities set out above, the manager

- ensures that effective office systems and administrative procedures are in place and followed
- using outside assistance, as necessary, purchases suitable computer hardware and software and arranges for necessary support
- ensures office is adequately furnished, equipped and supplied
- receives and logs correspondence, forwards it as appropriate to the board or others, and responds or assists with board response
- hires, orients, supervises and evaluates other staff
- provides support to other staff and arranges for additional training, as necessary
- administers employee benefits program
- maintains personnel records
- maintains required Workplace Safety and Insurance Board records and prepares claims, if necessary
- reports to the board quarterly on personnel matters.