



NORFOLK HOUSING ASSOCIATION

Career Opportunity

Title: Maintenance Assistant

Compensation: \$18 – \$20 per hour depending on experience

Hours of Work: Part-Time (25 hours per week – flexible schedule possible)

About Norfolk Housing Association:

At Norfolk Housing Association (NHA) we believe that everyone has a right to feel at home in our community. Our mission is to create inclusive and affordable communities by providing mixed-market rental housing through collaborative partnerships.

We are driven by our values; neighbours, quality homes, relationships, and sustainability. These principles are present in everything we do. Together with the support of our neighbours and partners, we advance an inclusive and respectful community. We believe in providing quality rental housing that is affordable, accessible, and appropriately meets the needs of our residents. Our commitment to positive relationships means we approach our partners, supporters, residents, and the community with professionalism, responsiveness, and compassion.

NHA has been a valued and respected member of the Hillhurst and Sunnyside community for over 40 years. Currently, all of the NHA owned properties are located in these two vibrant neighbourhoods, but the organization is seeking to expand and replicate our successful housing model.

Our current portfolio includes 6 multi-residential properties with a total of 138 units comprising of bachelor, 1, 2, and 3 bedroom units. The association also owns and manages 4 commercial spaces in the Kensington district. Residents include families, seniors, and individuals from all walks of life with approximately half paying market rents and the other half paying non-market rates suitable to income. This mixed-model approach ensures the organization can remain financially sustainable and also provide opportunities for people of all socio-economic levels to integrate into the larger community.

Primary Responsibilities

Reporting to the Maintenance Lead, the Maintenance Assistant is responsible for the following:

- Conduct basic grounds-keeping, lawn mowing, weeding, exterior cleanups, graffiti removal etc.
- Conduct thorough weekly cleaning of building common areas and mechanical rooms
- Work with the operations team to assist in resident move-outs and move-ins which can include light cleaning, painting, and unit repairs
- Assist in ensuring that all supplies, tools and workshop are maintained in an orderly and efficient manner
- Assist in conducting unit inspections
- Assist with set up and take down during special events and other duties as needed
- Assist with weekly walk-about and inspection of properties

- Work with operational staff to ensure timely communication with regards to maintenance concerns, lease infractions or potential hazards in and around buildings
- Assist in unit renovations and upgrades which may include basic plumbing, painting, and carpentry
- Participate in the rotation of NHA's Emergency On-Call line during non-business hours – additional compensation is provided
- Other duties as assigned.

Core Competencies

Communication & Professionalism

- Excellent communication skills with demonstrated ability to adapt communication style and approach to stakeholder needs
- Practices active listening to gain understanding and problem solve
- Employs the highest degree of professionalism in all situations and with all individuals
- Treats all individuals in a dignified manner and with utmost respect

Commitment to Customer Service

- Demonstrates a commitment to excellent customer service
- Applies organizational values when interacting with NHA's stakeholders
- Maintains focus on problem solving and respect in situations of conflict
- Ensures care and responsiveness to the needs of those the organization serves

Self-Direction & Initiative

- Manages time effectively
- Practices self-awareness
- Establishes a level of comfort in asking for assistance when needed
- Ability to work independently and in a team environment

Qualifications:

The successful candidate will possess a minimum of a High School diploma or equivalency. Basic plumbing, electrical, carpentry, painting and drywall repair would be considered an asset.

A valid class 5 driver's license and vehicle is required. Kilometers driven for work-related activities will be compensated for.

Experience:

This role requires 1-2 years' experience working in a maintenance type role with varied responsibilities. Property management experience is preferred and experience working with or in the social services sector would be considered an asset.

Note:

Successful applicants must provide proof of qualifications. A current criminal record check is required.

To Apply:

Please forward your resume along to fatime.s@norfolkhousing.ca – this position will remain open until a suitable candidate is found.

We thank all applicants; however, only those selected for an interview will be contacted.