Housing Co-op Independent Housing Administrator

Job Description

POSITION: Independent Housing Administrator in Etobicoke
REPORTS TO: Board of Directors
WORKING RELATIONSHIPS WITH: Maintenance, Cleaners, Superintendent and Contractors
WORK WEEK: Monday to Friday 40 hours. Some evening work is required.
WAGES: $45,000 - $55,000 annual salary
EMPLOYMENT TYPE: Independent under Direction of Board of Directors
DEADLINE TO APPLY: November 16, 2026

GENERAL DESCRIPTION: The Housing Administrator is responsible for the day-to-day operations, member relations, financial management, administration governance to support a self-governing housing co-operative, coordination of activities, planning, addressing complaints and resolving problems.

CORE RSPONSIBILITIES:

Member & Resident Services:

- Serve as the primary point of contact for members, handle day-to-day inquiries, manage internal and external waiting lists, and support subsidy applications or annual income verifications.
- Deal with difficult matters relating to members, and maintenance related issues in a professional manner. Reporting to the Board of Directors any matters that breach any workplace harassment matters in accordance with the Co-operative's by-laws and policies.

Financial Information Processing:

- Make purchases in accordance with the Co-operative's Spending Policy.
- Prepare cheque requisitions and make sure all payables are dealt with in a timely manner, make timely bank deposits, manage petty cash, issue arrears and late payment notices, and help calculate housing charge adjustments.
- Work with the Board of Directors to prepare the annual Operating and Capital Budget.
- Reviewing the monthly financial statements in detail with the Board of Directors and support the board to ensure any deficit reductions plans are on track and that appropriate reports are being submitted to the Board of Directors.
- Assist the Board with any funding opportunities.
- Prepare and present arrears and vacancy reporting to the Board of Directors accompanied with action plans to reduce arrears and any vacancies.

Governance & Board Support:

- Prepare meeting packages, attend meetings, take and distribute minutes for Board, General Member Meetings (GMM), or Annual General Meetings (AGM), and assist the board with co-op by-laws and policies.
- Monitor and assist the Board of Directors with annual reviews, contract renewals, tendering dates and processes.
- Review all correspondence from legal firms, government agencies, etc. ensuring that the Co-op policies are being followed and the Board of Directors is informed of any issues and presented with any correspondence that is received.
- Assist the Board and Project Manager with overseeing any major capital projects until the project has been completed.

Office & Administrative Management:

- Maintain physical and digital records, handle incoming/outgoing mail, order office supplies, and track vacancy and occupancy reports.
- Ensuring the office is organized and clean at all times.

Property Maintenance & Cleaning Coordination:

- Track member work requests, coordinate move-in/move-out inspections, oversee routine maintenance or contractor schedules, and help ensure compliance with safety and fire codes.
- Monitor on-site log books.
- Review and follow-up on all outstanding work orders with staff.
- Assist with property inspections.
- Ensuring that the preventative maintenance plan is being adhered to and updated as needed.
- Assisting the Board and Maintenance to ensure that the co-op has service agreements in place and suitable contracts with trades.
- Ensure that any work completed by trades has been inspected and approved prior to paying the trades and ensuring that all supplies are received prior to issuing payment.
- Assist the Board and Maintenance to plan and scheduled maintenance with contractor.

Qualifications & Requirements

- **Experience:** Typically, 3 to 5 years of administrative or property management experience, within a non-profit or co-operative housing setting.
- **Knowledge Base:** Familiarity with Co-operative Corporation Act and the Federal Housing Legislation (such as the FCHI-2 funding program).
- **Technical Skills:** Proficiency in office software (Microsoft Office, Excel, Outlook) and accounting/property tools like NewViews 2.
- **Soft Skills:** Strong conflict-resolution, discretion regarding confidential member files, and the ability to work collaboratively with the Board of Directors and other staff.
- **Drivers Licence:** must have a "G" Driver's Licence and vehicle.
- **Police Check: Vulnerable Sector Check:** Must have an updated Vulnerable Sector Check through local police department completed within the past 6 months as this position deals with vulnerable individuals.

How to Apply: Interested candidates are invited to submit their résumé and a summary of their relevant Co-op administration experience via email to: **stacey.sanelli@northstarcoop.ca** Deadline to apply: **November 16, 2026**. Please include your contact information, relevant qualifications, and references. We thank all applicants for their interest. Only candidates selected for further consideration will be contacted.