



Skwłāx te Secwepemcúlecw – Job Description

JOB TITLE: Housing Manager DEPARTMENT: Administration REPORTS TO: Executive Director of Administration	FULLTIME
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The Organization:

Skwłāx te Secwépemcúlecw (SteS) is traditionally known as Skwłāx, which translates to Black Bear in Secwépemctsín, the traditional language. SteS has a unique vision and drive; the Band has not only led the way in tourism within the Shuswap, but it has also led the way in economic development. The creation of Quaaout Lodge, Talking Rock Golf, Le7ka Spa, and Little Shuswap Gas Station has helped promote Secwepemc culture, and allowed the SteS people to develop world class accommodation and leisure activities.

The governance structure of SteS is unique and forward-looking, divided into four sectors:

Administration	Covering programs and services for Band members
Wellness	Responsible for the overall health and wellness of the community
Territorial Stewardship	Addresses title and rights issues and external government-government relations
Economic Development	Oversees the business operations of the community and works to promote a strong, resilient economy for the community. Strong management and leadership with clear vision and an excellent team of committed employees make up the engine that drives the community forward

Job Summary:

Reporting to the Executive Director of Administration, the Housing Manager will play a pivotal role in managing and implementing a successful housing and property management program that supports the community and adheres to the Skwłāx te Secwépemcúlecw (SteS) Band



Council's policies. The Housing Manager will assume responsibility for the management and daily operations of SteS's Housing Department. This will include the management of Band owned rental property, CMHC rental property, Elder rental units, private mortgaged housing, and privately-owned housing. The Housing Manager will be primarily responsible for the strategic planning and execution of housing development projects, including new constructions, renovations, and maintenance to ensure high standards and compliance with building codes.

Core Responsibilities:

Leadership and Strategic Management

- Lead the Housing Department in alignment with Skwłāx te Secwépemcúlecw policies and directives from leadership.
- Supervise housing staff including maintenance, administrative, and clerical roles; provide training, mentorship, and performance evaluations.
- Establish department performance measures and ensure program deliverables are met.
- Participate in the SteS management team and contribute to community-wide goals.
- Represent the department in relevant meetings, training workshops, and conferences.
- Oversee the Occupational Health and Safety Program for department staff, including training on safe work practices.
- Manage staff schedules, overtime, time-off, and respond to internal information requests.

Housing Program Oversight

- Coordinate and implement housing programs including new construction, renovations, and maintenance.
- Manage and track all housing-related projects, including tenders, inspections, and reporting.
- Maintain organized records of housing inventory, tenant files, grants, and renovations.
- Liaise with public works, lands, emergency management, and external partners on housing-related matters.
- Ensure compliance with building codes, health and safety standards, and internal policies.

Policy Development and Governance





- Develop, update, and implement housing-related policies, including those for elders and tenants.
- Educate staff and community members on existing housing policies.
- Organize and facilitate Housing Committee meetings and prepare related agendas and reports.
- Liaise with the Security Department in relation to bylaw development.

Financial Management and Reporting

- Prepare and manage the department's annual budget in coordination with the Finance Department.
- Monitor and report on housing expenditures, forecasts, and funding requirements.
- Secure and manage funding from Indigenous Services Canada and other sources.
- Maintain Replacement Reserve and Operating Reserve in accordance with applicable requirements.
- Ensure all internal and external reporting obligations are completed accurately and on time.

Property and Tenant Management

- Oversee tenant relations including screening, lease agreements, move-in/out inspections, and conflict resolution.
- Monitor rental housing conditions and coordinate timely repairs and maintenance.
- Address tenant concerns, property damage, and health and safety issues.
- Administer rent collections, damage deposits, arrears letters, and eviction procedures when necessary.
- Collaborate with the Finance Department on rent tracking, approvals, purchase orders, and invoicing.
- Communicate regularly with Social Development regarding tenants receiving assistance.

Community Engagement and Support

- Respond to housing-related inquiries from community members and support mortgage applications.
- Maintain open communication with tenants, homeowners, and elders about housing issues.



- Provide education on housing programs, services, and policies through available channels.

Basic Qualifications | Requirements for position:

- Post-secondary degree or diploma in Property Management, Business Administration, Construction, or a related field.
- A combination of relevant education and experience may be considered in lieu of formal education.
- Minimum 5 years of progressive experience in property and housing management, including supervisory responsibilities, preferably within an Indigenous community or similar context.
- Minimum 2 years of experience in a management or supervisory role.
- Certification as a Certified Apartment Manager or Housing Manager is considered an asset.
- Strong knowledge of national and provincial Building Code standards related to new construction and residential renovations.
- Demonstrated experience in property maintenance and working with contractors, vendors, and inspectors.
- Proficiency in financial management, including budgeting, forecasting, and expenditure tracking.
- Skilled in preparing detailed reports, project proposals, and funding applications.
- High level of computer proficiency, including Microsoft 365 (Word, Excel, Outlook, Teams, SharePoint, OneDrive). Experience with Adagio accounting software is an asset.
- Strong understanding of Indigenous governance, culture, and community dynamics, with a demonstrated ability to work respectfully and effectively in culturally diverse settings.
- Excellent written and verbal communication skills, including report writing and community engagement.
- Exceptional organizational, analytical, and problem-solving skills with a keen attention to detail.



- Proven ability to manage multiple priorities in a fast-paced and evolving environment.
- Demonstrated initiative, critical thinking, and ability to adapt to organizational and community changes.
- Strong interpersonal skills with a collaborative approach to working across departments and with community members.
- Ability to maintain confidentiality, demonstrate professionalism, and exercise sound judgment and discretion.
- Must be able to obtain and maintain a Criminal Record Check with Vulnerable Sector clearance.
- Valid Class 5 Driver's License and a clear driver's abstract.
- Must be able to commute or relocate to Chase, BC or surrounding areas prior to start of employment.

Physical Demands:

This position involves primarily sedentary work performed at a desk or workstation, including extended periods of computer use, reading, and document preparation. Regular participation in both in-person and virtual meetings is expected. Occasional physical activity may be required when traveling or attending events, including driving, walking, or transporting materials.

Working Conditions:

Work is primarily performed onsite at the Skwłāx te Secwépemcúlecw (SteS) offices. Occasional travel within the province may be required to attend training, housing-related meetings, and conferences. Flexibility in scheduling is essential, as some responsibilities may require availability during evenings or weekends. The role involves frequent interaction with community members, internal departments, government agencies, and external service providers. This position requires professionalism, cultural sensitivity, and the ability to manage interactions with empathy and discretion.

Equipment and Software:

- Microsoft Office products – Word, Excel, Outlook, PowerPoint
- Video conferencing platforms – Microsoft Teams, Zoom
- Standard office equipment – printer, scanner, photocopier



Confidentiality:

- Perform all duties with a high level of confidentiality and discretion, particularly regarding housing applications, tenant records, financial documents, and personnel matters.
- Ensure secure handling, storage, and transmission of sensitive information related to housing programs and community members.
- Maintain professional boundaries and safeguard the privacy of all individuals engaged with the Housing Department.
- Adhere to all internal policies and applicable privacy regulations when managing confidential information.

EMPLOYEE ACKNOWLEDGMENT

I have reviewed the Skwlāx te Secwepemcúlecw job description and I understand all my job duties and responsibilities. I can perform the essential functions as outlined within the job description. I understand that my job may change on a temporary or regular basis according to the needs of the operation without it being specifically included in the job description. If I have any questions about the job duties not specified in this description that I am to perform, I should discuss them with Council and/or designate.

I further understand that future performance evaluations and merit increases to my pay are based on my abilities to perform the duties and responsibilities outlined in this job description to the satisfaction of Council and/or designate.

I have discussed any questions I may have had about this job description prior to signing.

Reviewed by _____ Date: _____
Incumbent: _____

Approved by _____





Skwlāx te Secwepemcūlecw

Supervisor:

Date:

