Elizabeth Fry Society of Greater Vancouver

JOB POSTING

Job Title:	**Tenant Relations Coordinator**	**Status:**	**Temp Full -Time until the return of incumbent on medical leave**
Program:	**Property, Maintenance & Permanent Housing**	**Start Date:**	**ASAP**
Location:	**Lower Mainland**	**Rate Range:**	**$29.43**
Hours:	**40.00 hours/week**	**Posting #:**	**26-PM-116**
Schedule:	**Monday to Friday, 7:00am-3:30pm or 7:30am-4:00pm**	**Closing Date:**	**November 2, 2026**

The Elizabeth Fry Society of Greater Vancouver (EFry) is a charitable organization that supports women, girls, and children at risk, involved in or affected by the justice system. Our programs work to break the cycle of poverty, addiction, mental illness, homelessness, and crime.

We are recruiting for a **Tenant Relations Coordinator** to support the day-to-day tenancy operations of EFry's residential housing units. Reporting to the Senior Manager, Property, Maintenance & Permanent Housing, the Tenant Relations Coordinator is responsible for coordinating tenant occupancy, tenancy agreements, rental payments, inspections, tenant communications, and tenancy-related matters in accordance with the Residential Tenancy Act, applicable regulations, and EFry policies and procedures.

The position supports tenant selection, move-in and move-out processes, rent collection, arrears management, and the preparation of tenancy-related notices and documentation. The Tenant Relations Coordinator responds to tenant inquiries and concerns, coordinates with maintenance staff and other stakeholders to address housing issues and supports tenancy dispute resolution and eviction proceedings as required. The position contributes to maintaining safe, well-managed housing and positive tenant relationships.

KEY RESPONSIBILITIES:

- Performs a variety of tenant relations and residential tenancy administration duties, including:
  - Preparing vacant rental units for occupancy and coordinating tenant viewings, move-in inspections, and move-out inspections.
  - Coordinating quarterly inspections during probationary periods and ensuring inspections are completed and documented at move-in and move-out.
  - Maintaining accurate records of tenancy agreements, tenant communications, inspection reports, rental payments, and other tenancy-related documentation.
  - Assisting with tenant selection and ensuring tenants understand the terms, conditions, and guidelines outlined in their tenancy agreements.
  - Monitoring rental payments and ensuring timely collection, recording, and submission of rental revenues.
  - Tracking rental arrears and taking timely corrective action in accordance with EFry's policies and procedures, including establishing payment plans with tenants where appropriate.
  - Attending meetings related to rental arrears, collections, and tenancy concerns, and ensuring appropriate follow-up actions are completed.
  - Preparing and distributing tenancy-related notices regarding rent payments, utilities, fees, policy

changes, maintenance requirements, and other housing-related matters in accordance with applicable legislation.
- Assisting with tenancy dispute resolution and representing EFry before the Residential Tenancy Branch, as required and authorized.
- Supporting the preparation of legal notices, Notices to Vacate, Orders of Possession, and other documentation related to tenancy proceedings and evictions, in accordance with applicable legislation and EFry procedures.
- Responding to tenant inquiries, complaints, and concerns in a timely, respectful, and professional manner.
- Providing tenants with information about EFry policies, home maintenance practices, health and safety requirements, and other relevant housing matters.
- Coordinating responses to tenant concerns, urgent maintenance issues, and emergency situations to support safe and appropriate living conditions.
- Liaising with maintenance staff, contractors, program supervisors, and other relevant personnel to address housing-related issues and facilitate timely repairs.
- Maintaining current knowledge of the Residential Tenancy Act, applicable regulations, housing agreements, and EFry policies and procedures.
- Performing other related duties as required.

QUALIFICATIONS:

- Relevant post-secondary education in property management, housing administration, business administration, or a related field, or an equivalent combination of education and experience.
- Experience in residential tenancy administration, tenant relations, property management, housing services, or a related field.
- Working knowledge of British Columbia's Residential Tenancy Act and related regulations.
- Knowledge of tenancy agreements, rent collection, arrears management, tenancy notices, dispute resolution, and eviction procedures.
- Strong organizational and time-management skills, with the ability to prioritize competing demands, manage multiple tenancy matters, and meet deadlines.
- Excellent written and verbal communication skills, with the ability to communicate effectively and professionally with tenants, staff, contractors, and external stakeholders.
- Strong interpersonal, conflict-resolution, and problem-solving skills, with the ability to address sensitive tenancy matters fairly, respectfully, and professionally.
- Demonstrated ability to maintain accurate records, prepare correspondence, and manage confidential tenant and financial information.
- Proficiency in Microsoft Office applications, including Word, Excel, and Outlook, and the ability to learn and use relevant administrative or property management software.
- Ability to work independently, exercise sound judgment, and respond effectively to urgent situations.
- Ability to collaborate with program staff, maintenance personnel, and management to support safe, stable, and well-maintained housing.
- Commitment to EFry's mission, values, and the provision of respectful, inclusive, and client-centred services.

Benefit:

- Opportunities to connect and engage through Society events and activities

MANDATORY JOB REQUIREMENTS:

- Doctor's Note of fitness required.
- Valid Class 5 Driver's Licence with a satisfactory driving record.
- Satisfactory Criminal Record Review (Vulnerable Sector Search).

EFry is committed to creating an inclusive and equitable environment where all those participating in the organization are valued for their differences. We encourage and welcome applications from all qualified individuals, including applicants from all cultures and backgrounds, racialized communities, indigenous communities, diverse sexual and gender identities, various religious backgrounds, women, and those with disabilities. We are committed to a selection process and work environment that is inclusive and barrier-free. We encourage applicants to self-identify if they wish to do so.

Interested candidates must submit a cover letter and resume to hiring@efry.com with the subject line **26-PM-116 no later than November 2, 2026.**

We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.