



Position: **Junior Administration Manager**

Location: **Greater Toronto Area**

Instructions: **Applications must include a current resume and cover letter, and can be sent to ltrieu@RCMS.ca**

Special Notes: **Deadline: June 5th, 2026. Only selected applicants will be notified if they have been chosen to take part in an interview process.**

Who We Are

Richmond Community Management Services, (RCMS) provides community, financial and property management services to co-operative, non-profit and private sector clients. We help communities run smoothly and efficiently through community-focused services built on integrity, experience and professionalism.

Specific Accountabilities

Human Resources

- Responsible for the training and development of employees in regards to Administrative duties and responsibilities, as well as Rent Geared to Income (RGI) calculations.
- Complete performance evaluations for employees when required.
- Assist with compliance of employees within established company policies, procedures and standards.
- Ensure that employees maintain the levels of competency and standards of quality needed to perform their job duties.
- Provide support in covering on-site office hours during staff vacations and sick days.
- Provide direct feedback to all employees on a regular basis and document performance when necessary.

Administration

- Ensures that all information requests and documents are dealt with immediately.
- Assist in the coordination and training schedule for new employees.
- Ensure all staff have clean and organized work stations and that filing is completed in a timely manner.
- Assist with board packages, action lists, action list follow-up, arrears and vacancy reports as required.
- Train on proper minute taking with regards to motions, quorums, listing of new members names and evictions.

- Ensure new hires are aware of the Move-ins, Transfers, Move-outs, Evictions and Performance Agreement processes.
- Ensure all binders, forms and lists are updated in a timely manner as required.
- Assist with operational review preparations and response letters.
- Review all board and general member's meeting minutes.

Rent Geared to Income (RGI)

- Ensure staff are meeting all assigned deadlines.
- Provide on-site support to staff that require assistance.
- Review and update all files, lists and letters when necessary.
- Approve all calculations when applicable.
- Conduct RGI appeal reviews when necessary.
- Meet with members/tenants to discuss their concerns with regards to calculations and appeals.
- Personally assess and calculate RGI in the absence of the Housing Administrator.
- Complete all necessary paperwork once RGI's are approved.
- Ensure staff are aware of what documents to collect from members/tenants to process RGI calculation and how to address missing information.
- Ensure HM Worx is up to date and all necessary changes are made to the system when required.
- Establish and monitor the list of over-housed members / tenants.

Miscellaneous

- Adapt to new ideas and emerging situations.
- Attend board / General Members and Annual General Member's meetings when required.
- Act as on-site administrator until official site-staff is hired or assigned.
- Assist with employee transfers from one site to another.
- Assist with data entry in accounting systems when required.
- Provide information on the procedures and regulations of the Social Housing Reform Act, 2000, specifically rent-geared-to-income calculations.
- Any other duties and responsibilities as assigned by the Administration Manager from time to time.

Qualifications

- Ability to process problems and recommend solutions
- Conflict management skills
- Written / Oral communications, Professionalism
- Attendance / Punctuality, Dependability
- Evening/weekend work may be required from time to time

Please visit our website for further information: www.rcms.ca