Aboriginal Housing Management Association

Over 30 years of Indigenous housing expertise

JOB POSTING – Housing Operations Coordinator

External Posting: November 2026

Please submit your application to:
kwong@ahma-bc.org

This posting will remain open until the position is filled.

We thank all applicants for submitting their application; however, only those candidates who clearly indicate in their application how they meet the qualifications for this position will be considered. Please note that a criminal record and credit check may be performed as part of the final selection process.

About AHMA

Located on the Skwxwú7mesh (Squamish) Nation Territory in West Vancouver, BC, the Aboriginal Housing Management Association (AHMA) exists to make a difference in Urban, Rural and Northern Indigenous housing. We oversee the administration of operating agreements between housing providers and Indigenous housing organizations, keeping everyone's best interest in mind and developing and maintaining relationships of trust.

Every employee on our team is integral to ensuring our success and the success of the Indigenous Housing and Service Providers we serve across BC.

To learn more about AHMA and what we do, please visit our website at: www.ahma-bc.org

Overview:

Ha7lh skwáyel – *Squamish for "Good morning/afternoon."*

We are seeking a Housing Operations Coordinator (HOC) to join our team and support our Housing Operations by ensuring that operational agreements and tenant documents are managed efficiently. The HOC will be a part of the Housing Operations team (HOPs) to ensure folders and documents align with funding objectives and organizational priorities, ensuring compliance with reporting requirements and driving continuous improvement in records management processes.

Who we are looking for:

Training, Education, and Experience

- Has experience working in the Housing field, with relevant data entry and database experience.
- Educational background in business administration, social services, public administration or other relevant discipline, including courses in non-profit society management and/ or social service delivery.
- Up to three years of well-rounded experience in positions within non-profit society management; or delivery of social services and community-based programs.
- Familiarity with Privacy Act and Residential Tenancy Act
- Strong analytical skills with a demonstrated ability to interpret financial data.
- Proficiency in financial reporting software and data visualization.
- High proficiency in using Microsoft Excel and creating databases, templates and analysis.
- Proven experience working with Indigenous people (direct experience working within a First Nations environment is preferred).
- Excellent verbal and written communication skills.
- Attention to detail.
- Well-developed skills in prioritizing, organization, decision-making, and time management.
- Excellent personal motivation with a proven ability to build relationships and work collaboratively in a team environment.
- Ability to work independently and lead complex projects.

(A combination of education and experience may be taken into consideration)

Critical Success Factor:

The core of our business is serving the Indigenous community; therefore, a critical success factor for any person who joins the AHMA team is to have an in-depth understanding of Indigenous people, history, justice issues, and cultures, preferably with strong British Columbia First Nations connections.

Team members are expected to have gained this understanding through lived experiences, whether it is from being of Indigenous ancestry or working closely with Indigenous communities. Preference will be given to applicants of Indigenous ancestry as per Section 41 of the BC Human Rights Code (self-identify).

Chet kw'enmantumiyap – *Squamish for "We are thankful to you all."*

JOB DESCRIPTION – Housing Operations Coordinator

Reports to: Manager, Housing Operations

ROLE DESCRIPTION

The Housing Operations Coordinator (HOC) is responsible for supporting and managing a full range of services for urban, rural, and northern Indigenous non-profit housing projects and programs under various agreements with the Aboriginal Housing Management Association (AHMA). This role must possess a high degree of housing experience and strong records management skills.

The HOC is responsible for assisting the Housing Operations team by drafting annual letters and reminders and filing agreements in accordance with AHMA's naming convention and records policy. Further, the HOC has a responsibility to be forward-facing to assist housing providers in troubleshooting tenant rent calculation issues and information related to varying income verification documents, all while organizing and preparing documents to ensure AHMA departments are working with the most up-to-date information to start financial or operational review tasks. Other responsibilities include making client visits, supporting new housing projects, writing meeting and briefing notes, and supporting the team with various ad-hoc tasks. The HOC position is a hybrid office or remote position; however, it requires the individual to attend onsite visits with housing providers or other out-of-office locations for AHMA events.

Key Competencies

- **Analytical Thinking**: Ability to analyze complex data and provide actionable insights.
- **Attention to Detail:** Ensures accuracy in records management and reporting
- **Communication Skills:** Capable of clearly conveying information to Management and stakeholders
- **Problem-Solving Skills:** Identifies challenges and suggests effective solutions.
- **Adaptability:** Flexible in responding to changing needs and priorities.

Housing Operations Coordinator Position Pillars and Associated Skills

Relationship	**Knowledge**	**Organization**	**Process**
• Active listening • Networking • Relationship development	• Housing Provider history • Housing operations • AHMA history • Systems that will support projects and ongoing work	• Being adaptable, accountable and reliable to ensure documents are being stored correctly. • Upholding a standard of confidentiality when handling tenant files.	• Internal AHMA Procedures • BCH processes • Risk assessment • Reporting

KEY RESPONSIBILITIES (INCLUDING BUT NOT LIMITED TO)

- Experience working with tenant or client data, particularly in non-profit or housing organizations.
- Internships or work in administrative roles where managing client files or databases was a key responsibility.
- Familiarity with record-keeping software or case management systems (e.g., SharePoint, Housing Connections).
- Experience managing documentation and ensuring compliance with legal, organizational, or housing-specific guidelines.
- Work in roles where you had to maintain compliance with regulations, such as in non-profit, healthcare, or government sectors.
- Familiarity with records management software like SharePoint or housing-specific platforms.
- Experience in customer service or acting as an intermediary between clients and service providers, especially in housing or related fields.
- Familiarity with rent calculations and housing subsidy systems.
- Experience with tenant communication, including addressing issues related to housing conditions, rent, or tenant rights.
- Work in roles where you supported staff or partners in understanding complex systems and policies, especially in non-profit or public sectors.
- Experience collecting, analyzing, and reporting on operational or housing-related data.
- Use of spreadsheet tools (e.g., Excel, Google Sheets) for tracking and reporting purposes.
- Work with performance metrics, tracking systems, or software to generate reports.
- Experience in administrative support roles, ideally in a non-profit or housing organization.
- Work experience in a team-based environment where you addressed client or stakeholder inquiries.
- Experience working in housing or social services, where collaboration with external partners was necessary to resolve issues.

EDUCATION & EXPERIENCE

- Relevant education in business administration, social services, public administration or other relevant discipline, including courses in non-profit society management and/ or social service delivery.
- Up to three years of well-rounded experience in positions within non-profit society management or delivery of social services and community-based programs.
- Extensive experience providing advice and consultation to Not-for-Profit Boards and Executives regarding program management and developing strong partner and stakeholder relationships.

Or an equivalent combination of education, training, and experience acceptable to the employer.

KNOWLEDGE, SKILLS & ABILITIES

Workstyle

- Be adaptive to ongoing priorities and have a strong sense of organization that ensures that workload and planning align.
- Ability to work together based on mutual respect and understanding of each other and work to the highest business practice standards.
- Ability to display tact and diplomacy in dealing with a broad range of professions and community stakeholders and be a socially sensitive administrator.
- Ability to strategize, apply creative thinking and build on existing and potential strengths in working towards solutions to support the long-term health and sustainability of the sector and partners.

Additional Requirements

- Proficient in MS Office Applications (Excel, Word, PowerPoint, Outlook).
- Ability to travel on AHMA business and work evenings and weekends as required.
- Due to the nature of this role, a valid class 5 driver's license and satisfactory driving record are required.
- Due to the nature of this role, access to a reliable vehicle will be required.
- Participation in community and charitable events.
- Adaptable and dynamic in various administrative tasks.
- Strong communication and interpersonal skills to present information, perspectives and AHMA-related information to partners, providers, or colleagues.
- Ability to take charge and ownership of work.
- Complete data entry and ensure the accuracy of entries on AHMA-related databases.

CRITICAL SUCCESS FACTORS

The core of our business is serving the Indigenous community; therefore, a critical success factor for any person who joins the AHMA team is to have an in-depth understanding of Indigenous people and Indigenous culture, preferably with strong British Columbia connections.

Team members are expected to have gained this understanding through lived experiences, whether it is from being of Indigenous ancestry or working closely with Indigenous communities. Preference will be given to applicants of Indigenous ancestry as per Section 41 of the BC Human Rights Code (self-identify).

Please note: AHMA may modify your duties and responsibilities subject to its operational requirements, and such modifications will not constitute a breach of the terms of your employment agreement.

Salary Range: $47,475 to $79,591