



**GENERATIONS**  
TORONTO

**Resident Experience Coordinator, Generations Toronto**

**Location: Don Mills & Eglinton, Toronto, Ontario**

**Organization: Generations Toronto (Nonprofit)**

**Employment Type: Full-Time, Exempt**

**Reports To: Property Manager, Generations Toronto Housing**

**Direct Reports: None**

**Planned Opening: Late Spring / Early Summer 2026**

**Expected Salary Range: \$50,000-\$60,000**

**Role Overview:**

The Resident Experience Coordinator (REC) plays a key role in supporting the day-to-day operations and resident engagement activities within Generations Toronto's 390-unit affordable housing community. Reporting to the Property Manager, the REC ensures a welcoming, respectful, and inclusive housing environment for residents across all ages, backgrounds, and circumstances. This role combines hands-on resident service, administrative coordination, and community engagement to create a strong sense of belonging and well-being within the Generations Toronto campus. The REC will assist residents through all stages of their tenancy—from onboarding and orientation to move-out coordination—and will work closely with the Superintendent to ensure suites are well prepared and maintained between tenancies. Working within an intergenerational and culturally diverse environment, the REC supports residents of varying life stages and needs, ensuring they can live independently and successfully within a community that values dignity, compassion, and connection.

**Key Responsibilities:**

**Resident Services & Tenancy Support**


- Serve as a primary point of contact for residents, providing information, guidance, and support regarding tenancy matters, policies, and community resources.
- Assist new tenants with onboarding and orientation, ensuring all move-in documentation is complete, expectations are clear, and residents are introduced to the community, amenities, and safety procedures.
- Coordinate offboarding for residents ending their tenancy, including move-out inspections, key collection, and exit surveys.
- Maintain accurate and up-to-date resident files, ensuring compliance with privacy and confidentiality standards.

- Support residents in understanding lease terms, community rules, and available programs and services.
- Identify early signs of tenancy challenges and escalate concerns to the Property Manager for proactive resolution.

#### Move-In, Move-Out & Suite Coordination

- Work closely with the Superintendent to ensure suites are ready for occupancy prior to move-in.
- Coordinate timelines and communication for suite turnover, ensuring cleaning and repairs are completed promptly to minimize vacancy periods.
- Identify and document repairs or maintenance required following move-outs and communicate priorities to the Property Manager and Superintendent.
- Support inspection scheduling and follow-up to confirm that all suites meet Generations Toronto's standards of safety and quality before occupancy.
- Track turnover progress and maintain records related to suite condition, repairs, and readiness.

#### Community Engagement & Communication

- Support resident engagement initiatives including meetings, intergenerational activities, and community events that strengthen connection and inclusion.
  - Collaborate with internal departments and volunteers to deliver programs and initiatives that promote social well-being, cultural exchange, and participation.
  - Communicate upcoming events, safety notices, or policy updates through newsletters, postings, and digital channels.
  - Gather resident feedback and contribute recommendations to enhance the overall housing experience.
  - Promote positive community relations by modeling respect, fairness, and sensitivity to residents' diverse cultural and socioeconomic backgrounds.
- 

### Administrative & Operational Coordination

- Assist the Property Manager in lease administration, renewals, notices, and record management.
- Enter and update resident information, work orders, and communications in the property management system.
- Support compliance with RentSafeTO, Fire Safety Plan, and Vital Service Disruption Plan requirements.
- Liaise with housekeeping and maintenance staff to ensure timely follow-up on resident service requests and repairs.
- Maintain organized, accurate, and secure documentation for audits and reporting.

### Qualifications:

#### Education & Experience

- 3–5 years of experience in residential property management, community housing, or tenant relations.
- Experience with move-in/move-out coordination, leasing administration, or resident support preferred.
- Proficiency with property management software.
- Knowledge of the Residential Tenancies Act, RentSafeTO, and affordable housing standards.

### Core Competencies:

- Excellent interpersonal and communication skills with a strong customer-service orientation.
- Ability to build rapport and trust with residents from diverse cultural, generational, and socioeconomic backgrounds.
- Compassionate, patient, and solutions-oriented in managing sensitive tenant matters.
- Highly organized and able to balance administrative and resident-facing responsibilities.

- Collaborative team player who contributes positively to an inclusive and supportive work environment.
- Strong attention to detail and follow-through in documentation and scheduling.

**Working Conditions:**

- On-site position within the Generations Toronto housing community.
- Occasional evening or weekend hours for move-ins, community events, or resident meetings.
- Frequent interaction with residents, staff, and external contractors or service providers.
- Light physical activity may be required during property walkthroughs or suite inspections.

**About Generations Toronto:**

Generations Toronto is a not-for-profit, intergenerational community campus combining affordable housing, long-term care, early childhood education, health services, and community programming.

The development includes 390 rental housing units, a 122-bed long-term care home, an early childhood development centre, a primary health care clinic, and a community kitchen producing 2,000 meals daily.

Rooted in values of pluralism, compassion, and service, Generations Toronto offers a model of inclusive, dignified, and connected living for individuals and families of all ages, backgrounds, and circumstances.

**To Apply:**

Please submit a resume and cover letter explaining your experience and your interest to [generationstoronto@iicanada.net](mailto:generationstoronto@iicanada.net)

