



JOB DESCRIPTION

JOB TITLE	Maintenance Clerk 1 Bilingual 2 Unilingual
DEPARTMENT / PROGRAM AREA	Housing Operations (NDHC)
REPORTING TO	Maintenance Services Supervisor
EFFECTIVE DATE	October 2023
SALARY	Band 7

JOB SUMMARY

Under the direction of the Maintenance Services Supervisor, the Maintenance Clerks will effectively perform clerical and administrative functions to support the coordination of maintenance and capital work in buildings and units throughout the NDHC portfolio. Duties will be completed in accordance with established policies and procedures and in compliance with the Housing Services Act and the Residential Tenancy Act, Building Code, Occupational Health and Safety Act (mould and asbestos), Fire Code, and associated regulations.

JOB DUTIES AND RESPONSIBILITIES

- Ensure the preservation of the housing portfolio by coordinating unit maintenance and capital work.
- Is the initial point of contact between tenants regarding maintenance and capital work.
- Coordinates the maintenance work order flow from client enquires received over the phone, at the front desk and electronically, by answering questions and helping to complete documents when needed. Clients can be defined as tenants, contractors, service agencies and staff.
- Manages challenging applicants/tenants with care by utilizing conflict-resolution skills to resolve issues prior to reaching escalation. Able to refer complex and irate applicants/tenants to supervisor.
- Maintains an attitude of service excellence by responding efficiently and effectively to tenants needs.
- Trouble shoots and resolves maintenance issues, with tenants over the phone or in person, when appropriate.
- Generates and distributes all work orders and purchase orders relating to maintenance, capital works and recurring work orders to maintenance staff and contractors using property management system. Request quotes as needed and in compliance with the purchasing policy.
- Coordinates and confirms work and timeframes with tenants, contractors, and maintenance staff, by telephone or issuing 24-hour notices.
- Reviews, verifies and matches invoices to work orders and purchase orders and assigns account codes.

- Completes calculation for tenant charges, creates tenant invoices in the property management and finance systems and forwards to Supervisor Maintenance Services for approval. Forwards approved copies to Tenant Services and Finance.
- Schedules work for Custodians and Maintenance Persons.
- Summarizes all annual inspections forms and produces work orders.
- Maintains daily journal of calls received.
- Refers non routine requests to Maintenance Officer or Capital Works Officer.
- Directs tenant enquiries and issues other than maintenance to the appropriate staff.
- Assists the Capital Works Officer to produce tender packages and maintain tender files.
- Attends Tender Opening meetings to take minutes and assists Capital Works Officer.
- Maintains Key Control Systems; activates and deactivates fob keys at unit move in and move out, retains the key logbook including care and control of the portfolio master keys.
- Maintains Qualified Contractors list and files.
- Ensures WSIB clearance certificates and liability insurance are on file for all contractors.
- Tracks, maintains and updates SDS sheets for all buildings.
- Maintains all maintenance documentation and unit and building files.
- Prepares and maintains statistical information and reports regarding portfolio maintenance activities.
- Provides coverage when other Maintenance Clerk is absent.
- When required, coordinates the flow of clients at the main reception area and over the phone by welcoming clients, answering routine questions, helping complete routine documents; receive payments and issuing receipts.
- When required, maintains, and coordinates the central records management system which includes file retention schedules (archiving)
- **As a DNSSAB employee, the position is responsible for creating, maintaining, and actively participating in a respectful workplace that is free of all forms of harassment, discrimination, and violence.**

QUALIFICATIONS

- Post Secondary diploma in related property management or business administration discipline, or an acceptable combination of education and experience;
- Two years' experience in building maintenance;
- Knowledge of the Housing Services Act, Building Code, Occupational Health and Safety Act (mould and asbestos), Fire Code, and legislation and accompanying regulations;
- Knowledge of and experience in delivering excellent customer service;
- Detail oriented with keen observation skills;
- High-level proficiency in desktop applications including Microsoft Office Suite;
- Ability to interpret and explain legislation, policy and procedures;
- Ability to communicate effectively and tactfully both oral and written;
- Ability to work in a stressful, fast-paced environment and recognize emergency situations;
- Ability to maintain composure, compassion and understanding during challenging situations;
- Ability to deal with a diverse client group with tact and diplomacy;
- Excellent organizational skills are required to organize and schedule daily work or tasks, while being sensitive to time constraints and resource availability. Will often be required to work toward meeting tight deadlines.