



DNSSAB is Hiring!

Supporting Human Services in Our District

Bulletin No: H2026-10

Salary: \$28.50/hour to \$31.18/hour

Position: Bilingual Tenant Services Clerk

Location: North Bay, ON

Duration: Permanent Full-Time

Under the supervision of the Tenant Services Supervisor, the Tenant Services Clerk supports the effective administration of a mixed portfolio of Rent Geared-to-Income (RGI) and Market Rent Housing Units in accordance with established standards, policies and procedures. This includes; rent geared to income administration, in compliance with the Housing Services Act and the Residential Tenancy Act and associated local policies and regulations.

Qualifications:

- Minimum two year post-secondary Diploma or degree in Business Administration, Accounting, Social Work or acceptable combination of education and experience.
- Minimum three years' office administration experience. Experience working with residential tenancies and/or property management.
- Working knowledge of housing policies and procedures and related Provincial and Federal legislation ie; Housing Services Act, Residential Tenancies Act, Child and Family Services Act, Municipal Freedom of Information and Protection of Privacy Act, Personal Information Protection and Electronic Documents Act.
- Knowledge of alternative dispute resolution, mediation and crisis intervention.
- Excellent communication skills providing support to tenants and in crisis; discuss observations and make recommendations to the Tenant Services Supervisor.
- Strong time management, organizational and problem solving skills.
- Proficient in the use of computers and knowledge of Microsoft Office software.
- Possess report writing and statistical data knowledge and relevant writing skills.
- French and English, both oral and written, is required
- Ability to work with diverse clients with tact and diplomacy.
- Strong ability to work as a team member in a highly interactive team.
- Ability to investigate, assess, report recommend solutions.
- Demonstrate good judgement in understanding and meeting the needs of tenants.
- Excellent organization skills and being sensitive to time constraints and deadlines.
- Valid Ontario driver's license and reliable insured vehicle.

Full-Time Permanent Employees Enjoy:

- OMERS Pension Plan
- Health, Dental, Vision, Life and Long-term Disability Benefits
- Union Affiliation CUPE
- Generous Vacation Entitlement
- Paid Sick Days
- Be Part of an Inclusive Work Culture
- Employee Assistance Program
- Annual Staff Development Day
- Long-Service & Retirement Recognition
- A Psychologically Safe Workspace
- The Right to Disconnect
- Commitment to Diversity & Inclusion

Applicants must be legally eligible to work in Canada and provide a Police Record Check dated within the past three (3) months. This is a new vacancy. Please submit a current resume and cover letter by email to jobs@dnssab.ca, clearly referencing the bulletin number and position title. Applications will be accepted **until 4:30 p.m., Thursday, June 18th, 2026.**

DNSSAB is an equal opportunity employer. In accordance with its Accessibility Policy, accommodations will be provided in all parts of the hiring process. Applicants are encouraged to make their needs known to Human Resources in advance. We thank all applicants for their interest; only applicants selected for an interview will be contacted. DNSSAB does not use artificial intelligence or automated decision-making tools at any stage of the recruitment.