



DNSSAB IS HIRING!

Supporting Human Services in Our Community

The DNSSAB helps people put an affordable roof over their heads, makes sure ambulances take them to hospital when needed, assists in finding affordable childcare, and is there when a little support can make a world of difference during a difficult time.

BULLETIN NO.: H2026-10

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

POSITION: Bilingual Tenant Services Clerk

LOCATION: North Bay, ON

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 an 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 as well as 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 skills.
- Excellent communication skills when providing support to tenants on a daily basis and when they are in crisis; discuss observations and make recommendations to the Tenant Services Supervisor.
- Strong time management, organizational and problem solving skills in order to prioritize work activities.
- Proficient in the use of computers and knowledge of Microsoft Office software.
- Knowledge of office practices and procedures.
- Possess report writing and statical data knowledge and other relevant correspondence 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 the tenants.
- Excellent organization skills are required while being sensitive to time constraints and tight deadlines.
- Working knowledge of internal and generally accepted collection processes is considered an asset.
- Valid Ontario driver's license and reliable vehicle.

Full-Time Permanent Employees Enjoy:

- OMERS Pension Plan
- Health, Dental, Vision, Life and Long-term Disability (LTD) Benefits
- Union Affiliation CUPE 4720-02
- Generous Vacation Entitlement
- Paid Sick Days
- Be Part of an Inclusive Work Culture
- Employee Assistance Program
- Wellness Activities
- Annual Staff Development Day
- Long-Service & Retirement Recognition
- A Psychologically Safe Workspace
- The Right to Disconnect
- Commitment to Diversity & Inclusion

Must be legally eligible to work in Canada. Police Record Check within three (3) months is a requirement.

This position is for a new vacancy. Applications must submit a current resume with a cover letter to the Human Resources Department by **4:30PM, Wednesday, May 13th, 2026**, indicating how their qualifications meet the requirements specified in the bulletin. Please ensure to indicate the bulletin number and position title for the specified posting you are applying for. Applications for the above position will be accepted **by email** at jobs@dnssab.ca. See how bright your future could be. Come join our team and help make a difference in the lives of the people we serve!

DNSSAB is an equal opportunity employer. In accordance with DNSSAB's 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. The DNSSAB does not use artificial intelligence or automated decision-making tools at any stage of the recruitment.