

## The District of Nipissing Social Services Administration Board is hiring!

### Tenant Retention Officer (Temporary- Part-time up to December 31, 2022) Bulletin H2022-06

Do you aspire to have a fulfilling position working in the public sector with a locally respected organization? Do you have a post-secondary Business Administration, Social Work or related diploma and 3 years' experience with residential tenancies and property management? Do you possess knowledge of alternate dispute resolution, mediation, and crisis intervention skills? Are you an excellent communicator with strong time management, organizational and problem solving skills? At the District of Nipissing Social Services Administration Board (DNSSAB) we are looking for a talented Tenant Retention Officer to add to our exceptional Nipissing District Housing Corporation (NDHC) - Housing Operations team.

This temporary part-time Tenant Retention Officer position is physically located in North Bay, but provides an opportunity for a combination of remote and in-office work. Under the supervision of the Tenant Services Supervisor, this position will effectively manage and administer a portfolio of Rent Geared-to-Income and Market Rent Housing Units in accordance with established standards, policies and procedures. This includes; rent geared to income administration, revenue collection, resolution of tenancy issues in compliance with the Housing Services Act and the Residential Tenancy Act and associated regulations. DNSSAB offers a competitive wage of \$30.00 per hour, a team oriented work environment, encourages a work-life balance with the right to disconnect, and is committed to ongoing learning and development.

#### Qualifications:

- Minimum two year post-secondary Diploma or degree in Business Administration or Social Work or an acceptable combination of education and experience;
- Minimum three years' experience working with residential tenancies and property management;
- Working knowledge of housing policies and procedures as well as related Provincial and Federal legislation;
- 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;
- Strong time management, organizational and problem solving skills;
- Proficient in the use of computers and knowledge of Microsoft Office software;
- Possess report writing and case management, and other relevant correspondence writing skills;
- Strong ability to work as a team member and with diverse clients with tact and diplomacy;
- Ability to investigate, assess, report, and 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.

**Must be legally eligible to work in Canada.**

**Criminal Reference Check within three (3) months is a requirement.**

Applications for the above position will only be accepted through the **Plum Recruitment Tool** up to **4:30PM, Friday, April 22st, 2022. Please follow this link <https://bit.ly/3LSiGgB> to apply now!** You will be required to create a profile and complete an assessment prior to uploading your cover letter and resume. Your profile will allow you to stand out from your fellow applicants for your unique skillset. 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.**

**We thank all applicants for their interest. An acknowledgement will be sent only to those candidates who will be interviewed.**