

## JOB DESCRIPTION

<b>JOB TITLE</b>	Tenant Retention Officer(s) 1 (one) Unilingual Position 2 (bilingual) Bilingual Position
<b>DEPARTMENT / FUNCTIONAL AREA</b>	Housing Services
<b>POSITION REPORTING TO</b>	Supervisor, Tenant Services
<b>LOCATION</b>	North Bay
<b>WEEKLY HOURS OF WORK</b>	35
<b>SALARY GRADE</b>	Band 11
<b>DATE</b>	January 2021

### GENERAL PURPOSE

[Description of the purpose of the position, why does it exist, what are the key Responsibilities?]

Under the supervision of the Tenant Services Supervisor, the 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.

## KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

- Responsible for the timely collection of rental revenue in accordance with established Rent Collection Policy.
- Monitors and mitigates rent arrears, initiates eviction prevention procedures in keeping with set policy as appropriate.
- Monitors chronic and persistent late payers, conducts tenant visits, telephone calls, office interviews, prepares e-mail and well as written communication, and negotiates repayment agreements in specific cases.
- Performs rent-geared-to-income calculations to ensure accuracy and completes certification process in property management system; receive payments while onsite and provide back up to Tenant Administration Worker as required.
- Initiates and prepares all applications to the Landlord and Tenant Board for hearings in cases of rental arrears and social behaviour, impairment of safety, persistently late payments, illegal acts etc. for presentation by the Tenant Services Supervisor.
- Ensure that all tenant documentation and processes are in compliance with the Housing Services Act and Residential Tenancies Act.
- In conjunction with the Tenant Administration Workers, is responsible for the scheduled viewing of available units with potential tenants.
- Responsible for the move in processes: execution of leases, conducting orientation sessions, and release of keys to new tenants.
- Prepares and issues legal notices for known infractions such as but not limited to smoke detectors, parking and vehicles, by-law infractions, pet complaints, etc.
- Under the direction of the Tenant Services Supervisor, conduct annual fire safety meetings and liaise with local fire departments and emergency response service agencies, and reviews and updates fire safety plans.
- Identifies and conducts interviews with at risk tenants who have inadequate resources and/or life skills in areas such as; communication, income reporting, loss of subsidy and makes referrals to the appropriate internal resources.
- Assist tenant with access to formal and informal community and government resources.
- Resolves any difficulties that may arise and responds to any complaints from the public and tenants regarding Policies and Procedures. Liaise and collaborate with the Housing Success Caseworker to promote housing stabilization.
- Mediates tenant disputes with tenants in order to prevent evictions at the Tenant Services Supervisor's request.
- Conducts site visits and supports the Tenant Remediation Specialist to explain DNSSAB policies and procedures regarding issues such as; rent payments, yard maintenance, housekeeping issues, etc.
- Conducts site visits to keep apprised of tenant issues such as hoarding and pest management to minimize risk. Report unit/building deficiencies and safety issues observed during site visits to the Tenant Services Supervisor.
- In coordination with the Maintenance Officer actively participates in unit inspection; facilitates discussions with tenants regarding social or behavior issues identified if any.
- Responsible for the move out process: Accepts notices of termination and completes changes in property management systems as well as tenant files.
- Initiates and prepares small claims court documents to ensure appropriate measures are taken.
- Preparing and submitting regular reports to the Tenant Services Supervisor identifying

key performance indicators requiring further monitoring.

- Acts as backup to the Tenant Administrative Worker on a rotation basis

**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

- 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 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 case management, and other relevant correspondence writing skills.
- 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.

## **COMPENSABLE FACTORS**

### **KNOWLEDGE**

[This sub factor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee.

The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement].

Minimum two (2) year post-secondary diploma.

### **EXPERIENCE**

[Should be considered when the degrees of knowledge are established. It serves as a scale of measurement for the amount of practical experience that an average individual having the appropriate theoretical knowledge, specific education and specialized training, would require to be able to perform the job duties.]

Over two (2) years' experience, up to three (3) years.

### **JUDGEMENT**

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks. ]

The position requires that changes be recommended to established methods and procedures. Work involves a choice of methods or procedures.

### **MENTAL EFFORT**

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Almost continual periods of an intermediate duration.

### **PHYSICAL ACTIVITY**

[Measures the physical activity by the type and duration required to perform the duties.]

Medium activity of intermediate duration.

## DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate coordination of fine movements, where speed is a secondary consideration.

## ACCOUNTABILITY

[ Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in serious loss of time or resources or cause significant embarrassment within the organization and have some impact on its public image.

## SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Some degree of care required to prevent injury or harm to others.

## SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations].

Requirement to periodically assume some of the normal supervision responsibility of others.

## CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Contacts are a major element of this position, requiring considerable communication skills to influence, motivate and negotiate with others in dealing with highly sensitive issues.

## WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of almost considerable exposure.