



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.: **H2026-02**

SALARY: **\$33.52/hour to \$36.21/hour**

POSITION: **Tenant Retention Officer - Bilingual**

LOCATION: **North Bay, ON**

DURATION: **Permanent Full-Time**

HOURS: **8:30am – 4:30pm**

Do you aspire to have a fulfilling position in the human services delivery environment and to make a difference in the lives of the people in our community? The District of Nipissing Social Services Administration Board (DNSSAB) prides itself on putting people first. Here at the DNSSAB, we strive towards a future of healthy, sustainable communities within our region. To achieve this, we are looking for a talented Tenant Retention Officer to add to our exceptional Nipissing District Housing Corporation (NDHC) team for our North Bay locations.

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 collections, resolution of tenancy issues in compliance with the Housing Services Act and the Residential Tenancies Act and associated regulations.

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.
- 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 an existing vacancy. Applications for the above position will **only** be accepted through the **Plum Recruitment** Tool up to **4:30PM, Wednesday, January 21st, 2026**. Please follow this link <https://bit.ly/4sz4VcC> 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.