

JOB DESCRIPTION

JOB TITLE	Tenant Administrative Worker 1 Bilingual position
DEPARTMENT / PROGRAM AREA	Housing Services
REPORTING TO	Supervisor, Tenant Services
LOCATION	North Bay
WEEKLY HOURS OF WORK	35 HOURS
SALARY GRADE	\$22.64 to \$24.87
DATE	April, 2018

GENERAL PURPOSE

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

Under the supervision of the Tenant Services Supervisor, the Tenant Administrative Worker will effectively complete tenant placements, receives tenant rent payments, releases cheques to contractors and provides excellent customer service support for the organization.

Duties will be completed in accordance with established policies, procedures and in compliance with the Housing Services Act and the Residential Tenancies 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.]

As a member of the Tenant Services Team; acts as the initial point of contact between tenants and staff of Housing Services.

Coordinates the flow of clients at the front desk (and over the phone) by welcoming clients, answering routine questions, helping to complete routine documents when needed and or re-directing the client to appropriate staff. Clients can be defined as tenants, contractors, suppliers, service agencies and staff

Manages challenging applicants/tenants with care by utilizing conflict-resolution skills to resolve issues prior to reaching escalation. Able to refer complex and irate applicants/tenants to supervisor.

Maintains and coordinates the central records management system which includes file retention schedules (archiving).

Maintains office library including filing of various sector notifications.

Takes payments from tenants; issues receipts, release cheques to contactors; maintain the post-dated cheque box.

Re-loads laundry card for tenants and ensures an adequate supply of replacement cards are on hand.

Ensure office equipment/technology is fully functional (e.g. troubleshooting, repair calls and supplies.

Responsible for stamping all outgoing mail; as well as collecting incoming mail from post office and distributing mail to appropriate Housing Operations Department.

Opens and closes the front office.

Tenancy Placement includes but not limited to:

Ensure minimal vacancy loss by sending timely offers of accommodations. Monitors and communicates all occupancy details to the Tenant Services Supervisor and Housing Retention Officers.

Coordinates viewing of units with prospective tenants utilizing onsite staff, Tenant Retention Officers are first point of access.

Monitors and maintains market and RGI targets.

Ensure that all tenant documentation; specifically placement related are in compliance with the Housing Services and Residential Tenancies Act and associated regulations. Prepares notes to document relevant applicant/tenant activities and issues.

Maintains an attitude of service excellence by responding efficiently and effectively to tenants needs. Communicates with tenants to resolve placement and/or rent calculation issues.

Liaises with tenants, Tenant Services team and possibly outside agencies.

Refers more complex inquiries or urgent matters as appropriate to the Tenant Services Supervisor.

If required, maintains separate waiting list and administer application, for example internal transfers.

Prepares and maintains statistical information and reports regarding tenant placement interaction and activities.

Prepares and submits regular reports to the Tenant Services Supervisor identifying issues and concerns.

Provides coverage to the Tenant Support Worker.

QUALIFICATIONS

- Post-secondary Diploma in Office administration or related field or acceptable combination of education and experience
- Minimum 2 years' experience in a front-line role in a human services environment, preferably in a residential tenancies and property management setting.
- Comprehensive knowledge of the Housing Services Act, rent geared to income calculation processes, housing services policies and procedures as well as related Provincial and Federal legislation and accompanying regulations.
- Knowledge of good customer service skills.
- Ability to perform financial calculations with accuracy.
- Possesses a general knowledge of the full range of community resources;
- Detail oriented with keen observation skills;
- High-level proficiency in desktop applications including Microsoft Office Suite;
- Ability to interpret and explain legislation, policy and procedures;
- Ability to communicate effectively and tactfully both oral and written;
- Ability to work in a stressful, fast-paced environment and recognize emergency situations;.
- Ability to maintain composure, compassion and understanding during challenging situations.
- Ability to deal with a diverse client group with tact and diplomacy.
- Excellent organizational skills are required to organize and schedule daily work or tasks, while being sensitive to time constraints and resource availability. Will often be required to work toward meeting tight deadlines.

COMPENSABLE FACTORS

KNOWLEDGE

[This subfactor 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.]

Secondary School Diploma plus additional program or equivalent.

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 years' experience.

JUDGEMENT

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

The job requires adapting established methods and procedures. Work may involve a choice of methods.

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 continuous periods of short duration.

PHYSICAL ACTIVITY

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

Light activity of long 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 a serious loss of time or resources, or cause significant embarrassment within the department or organization.

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.]

May be a requirement to show others how to perform tasks or duties.

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.]

Tact and diplomacy required when handling contacts of a difficult nature for the discussion and resolution of problems.

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.