

CITY OF HAMILTON

(CITYHOUSING HAMILTON – TENANCY ADMINISTRATION & MAINTENANCE - LOCATION – 181 MAIN ST. W.)

PROPERTY MANAGEMENT ASSISTANT (HOUSING)- CUPE 5167

CityHousing Hamilton is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reports to the Manager Tenancy Administration or Manager Operations at CityHousing Hamilton. Provides administrative support to Operations with respect to rent calculation procedures, maintenance-related and rent collection functions within City Housing Hamilton. Provides customer service to tenants, applicants and to the general public. Processes maintenance issues by telephone and in person by determining nature and severity of problem.

GENERAL DUTIES

Provide customer services to tenants and applicants, a primary source of contact for numerous tenant issues and requests.

Process and calculate assigned rents, ensuring all detailed and relevant income and family composition data is received for distribution to other departments.

Prepare written reports on Tenant social issues detailing the information discovered and/or reports.

Calculate lease rent amounts, complete and distribute associated paperwork to residents and appropriate departments such as accounting services.

Compose and word process correspondence to residents.

Liaise with Property Manager on more complex issues.

Verify eligibility for rental subsidy and calculates all tenant rent charges, lease changes or amendments to leases on a monthly basis or as required.

Review files to ensure that appropriate income documentation is received. Act on suspected fraud or other misrepresentation issues.

Maintain rent adjustment follow-up systems and verify completion of documentation and accuracy of income information. Prepare notifications of rent adjustments and records documentation in resident files.

Update Electrical Safety Authority electronic log book.

Facilitate existing and potential tenants to view units by arranging access, in collaboration with building maintenance staff.

Liaise with contractors, maintenance/handypersons, custodians, security tenants and property managers to coordinate repairs and maintenance requirements.

Word process letters to tenants and file correspondence as required.

Assist residents in person or by telephone in completing various forms and income verifications.

Provide assistance with the leasing process, amend files and notify other departments of changes.

Provide detailed explanations of rent calculations and reports suspected misrepresentation of income as assigned.

Provide assistance with the training of new employees.

Provide back-up support to this multi-incumbent position and other divisional support functions.

Work in accordance with the provisions of applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures related to occupational health and safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Experience in property management support capacity specifically in rent calculations, property maintenance and tenant relation issues normally gained through a combination of education and direct work related experience.
2. Knowledge of the Residential Tenancies Act.
3. Knowledge of the Social Housing Reform Act.
4. Good analytical and mathematical skills gained through recognized property management training and post secondary education in a related field.
5. Excellent communication skills in order to deal effectively with residents, employers and agencies. Demonstrated ability to explain to the public, Rent Calculations and Maintenance Policies and Procedures, both verbally and in writing.
6. Demonstrated ability to work independently and meet deadlines.
7. Good organizational skills to ensure that rent changes, rent adjustments and lease renewals are processed according to legislated requirements and that maintenance requests are processed efficiently and correctly.
8. Knowledge of other social programs such as C.P., O.A.P., Ontario Works, financial statements and investment vehicles such as R.R.S.P., Annuities, Stocks, etc. to coordinate and confirm information relevant to rent calculations.
9. Good knowledge of office procedures, keyboarding skills and working knowledge of Microsoft Office (Microsoft Outlook, Word and Excel). Knowledge of Northgate Property Management systems an asset.
10. Valid Class "G" Driver's Licence and provision of a vehicle for use on the job.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.