

CITY OF HAMILTON

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

TENANT PLACEMENT REPRESENTATIVE (HOUSING) - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Tenancy Administration, retrieves vacancy notices from Northgate; enters data into Northgate, allocates vacancies to both external applicants (from the coordinated access wait list) and to internal transfer applicants using applicable software. Provides customer service to applicants, tenants and general public. Assumes responsibility for a portfolio of assigned rental housing units.

GENERAL DUTIES

Provide customer service to applicants as primary source of contact for numerous client issues and requests.

Receive files from coordinated access provider and verify all information to ensure applicant is qualified for unit being offered. Request and verify all appropriate income verification and landlord information from applicant. Update and/or request missing income and other information.

Review and assess documentation such as immigration documents, birth certificates, legal documents, a variety of affidavits, record of employment and tax return in confirmation of eligibility.

Arrange for existing and potential tenants to view unit vacancies in collaboration with staff and follow up to ensure time limits are adhered to as required. Explain to potential tenants outcomes of refusal of unit and notify coordinated access provider of outcome.

Confirm move-in date based on unit availability and notice required by applicant.

Calculate rent and provide detailed explanations of the calculations in accordance to guidelines set out in the Housing Services Act and various policies established by the City of Hamilton, by determining correct monthly income, ensuring all detailed and relevant income and family composition data is accurate to implement first lease for all new tenants.

Prepare new leases and prepare new tenant files and forward to property management staff. Amend tenant files and notify departments of changes.

Input new tenant data into computer software programs (Northgate).

Compose and type routine correspondence to clients and refer more complex issues to Manager.

Liaise with Maintenance staff, Building Superintendents, Building Attendants and Property Managers to ensure unit repairs are complete prior to marketing the vacancy.

Assist applicants and clients in person or by telephone in completing various CityHousing Hamilton forms and income verifications.

Provide a variety of administration duties including authorizing rent calculations, signing leases and ensuring tenants understand the terms and conditions of their lease. Ensure all information is accurate and up-to-date.

Ensure confidentiality of all information received.

Provide referral services to applicants to outside agencies for a variety of financial and personal issues.

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. Previous business and Housing experience related to duties listed above normally acquired through a combination of education and related work experience.
2. Thorough knowledge of Housing Services Act; Residential Tenancies Act and internal policies relating to tenant issues.
3. Knowledge of business procedures and demonstrated ability to perform complex rent calculations according to Housing Services Act.
4. Excellent communication and interactive skills to deal effectively with applicants/tenants, employer and agencies.
5. Experience in a computerized environment. Working knowledge of Microsoft Office XP (Microsoft Outlook, Word and Excel).
6. Good analytical and mathematical skills to implement accurate rental calculations.
7. Demonstrated ability to explain to the public rent calculations waitlist and Policies and Procedures both verbally and in writing.
8. Demonstrated ability to work independently with minimal supervision and meet deadlines.
9. Good organizational skills are required to ensure rental deadlines are met and information is processed and forwarded to other departments in a timely manner.
10. Knowledge of other social programs such as Ontario Disability Support Program (ODSP), Ontario Works (OW), CPP, OAP and investment vehicles such as RRSP, Annuities, Stocks, etc. to coordinate and confirm information relevant to rent calculations.
11. Knowledge of local community resources such as CAS/CCAS, ATH, SISO, Mental Health, Community Legal Clinics and food banks.

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