

# CITY OF HAMILTON

## CITYHOUSING HAMILTON

### (TENANT ADMINISTRATION AND MAINTENANCE SECTIONS - LOCATION – 181 MAIN ST. W.)

#### TENANT ADMINISTRATION REPRESENTATIVE (CHH) - 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, Tenant Administration or Manager, Maintenance at CityHousing Hamilton. Provides administrative support to Operations with respect to tenant placement, rent calculation procedures, maintenance-related and rent collection functions within CityHousing 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.

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 arrange for existing landlord information from applicant. Assist residents in person or by telephone in completing various forms and income verifications.

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.

Review and assess documentation such as income verification, immigration documents, birth certificates, legal documents, a variety of affidavits, record of employment and tax return to verify eligibility of rent-geared to income subsidy and to determine rent charge.

Prepare new leases and prepare new tenant files. Input new tenant data into computer software programs (Northgate).

Review tenant eligibility and subsequent rent calculations on an annual basis or as required. Follows up with residents to ensure annual renewal documentation is received in a timely manner. Initiates rent collection process by creating arrears letters and N4's.

Prepare cheque requisitions for tenant refunds.

Receive maintenance requests; create work orders and liaise with contractors, maintenance servicers, building attendants, and property managers to coordinate repairs and maintenance requirements.

Liaise with Maintenance staff, Building Superintendents, Building Attendants, Contractors, Electrical Safety Authority and Property Managers to ensure unit repairs are complete, in compliance with regulations, prior to marketing vacancy.

Schedule maintenance appointments for internal site staff in Asset Planner and external contractors in Northgate.

Compose and word process correspondence and invoices to residents.

Liaise with Property Manager on more complex issues.

Provide assistance with the training of new employees.

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

Provide a variety of administration duties including authorizing rent calculations, signing leases, chargeback invoices. Ensure all information is kept confidential, accurate and up-to-date.

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. Thorough knowledge of Housing Services Act, 2011, Residential Tenancies Act, 2006, and internal policies relating to tenant issues, tenant placement, rent calculations and maintenance.
3. Good analytical and mathematical skills normally gained through a combination of recognized property management training, direct work related experience and post-secondary education in a related field.
4. Excellent communication and organizational skill to ensure that rent adjustments and lease renewals are processed according to legislated requirements and that maintenance requests are processed efficiently and correctly.
5. Knowledge of other social programs such as Ontario Disability Support Program (ODSP), Ontario Works (OW), CPP, OAS and investment vehicles such as RRSP, Annuities, etc. to coordinate and confirm information relevant to rent calculations
6. 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.
7. Demonstrated ability to work independently with minimal supervision and meet deadlines
8. 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.**

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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