

CITY OF HAMILTON

CITYHOUSING HAMILTON

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

TENANT ADMINISTRATION REPRESENTATIVE – LEAD - 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 at CityHousing Hamilton. The primary purpose of the Tenant Administration Representative (TAR) – Lead is to train, coach and mentor new Tenant Administration Representatives with respect to tenant placement, rent calculation procedures, maintenance-related and rent collection functions within CityHousing Hamilton. As the CHH Tenant Administration subject matter expert, the TAR – Lead will be capable of providing answers to the Team regarding complex tenant placement and rent calculation issues as well as maintain a smaller, specialized portfolio of market and rent-geared-to-income units.

GENERAL DUTIES

Maintains a smaller, specialized CHH portfolio of market and rent-geared-to-income units.

Leads the TAR team in their roles to provide tenants with exemplary customer service when filling CHH vacant units, doing rent calculations, and answering maintenance related phone calls. The TAR - Lead will provide conflict resolution, acting as a liaison between TARs and tenants when required, assisting all TARs with problem solving difficult situations and issues that may arise.

Provides oversight, direction, and support to new hires, students and TAR team through training, mentoring, and coaching. Identifies and assists in the professional development of staff and students.

Trains new hires in using the centralized waiting list and verifies all information to ensure applicant is qualified for unit being offered. Advocates, assesses, investigates and resolves issues that may arise when pulling prospective tenants with possible vulnerabilities from the waitlist.

Trains new hires in reviewing and assessing 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. Reviews the rent appeal letters, adjusts when necessary, communicates with the TAR and the tenant regarding results of the appeal.

Manages tenant relocation transfers due to redevelopment projects including coordination with Contract Administrators, Tenant Support Workers, Community Development Coordinators, Pest Control, and Management. Responds to City Councillor concerns about tenant relocations. Works with existing tenants to find new homes within the CHH portfolio. Acts as liaison between tenants and moving contractors. Coordinates with moving contractor to execute the moves.

Identifies properties that require help with rentals due to high vacancies, assesses the situation, and provides resolution that will involve marketing, maintenance, and communication.

Attends Appeal Review Panels on behalf of the Tenant Administration Team.

Provides eviction prevention support by helping to track arrears. Works with TARs, Property Managers, and Tenant Support Workers to try to resolve large arrears that are based on missing documentation.

Provides assistance, policy clarification, and advocacy to tenants and staff.

Participates and recommends changes in policies, procedures, and business processes that may impact CHH's standards of service delivery and/or customer service.

Enters data into the tenant databases (Northgate). Compiles, prepares, formats reports utilizing the Northgate system relating to all activities with vacant units, rents, and arrears.

Liaises with Property Manager and Manager, Tenant Administration on more complex issues.

Provides a variety of administration duties including authorizing rent calculations, correspondence to tenants, tracking lists on excel spreadsheets, signing leases, chargeback invoices. Ensures all information is kept confidential, accurate and up-to-date.

Works 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.

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

QUALIFICATIONS

1. Demonstrated experience in property management support capacity specifically in rent calculations, property maintenance and tenant relation issues normally gained through a combination of education and/or a combination of education and related work experience.
2. Previous experience as a Tenant Administration Representative with demonstrated solid understanding of the Housing Services Act, 2011, Residential Tenancies Act, 2006 along with working knowledge of social housing operations, internal policies relating to tenant issues, tenant placement, rent calculations and maintenance.
3. 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.
4. Ability to coach and mentor students, new hires and peers. Ability to conduct oral presentations and training.
5. Demonstrated ability take initiative and to carry out instruction without detailed direction.
6. Ability to perform complex rent calculations. Strong analytical and problem-solving skills to make decisions regarding complex tenant placement issues according to the Housing Services Act.
7. Demonstrated ability to efficiently and effectively manage and prioritize a high volume of tasks and duties in a fast paced, deadline oriented and constantly changing environment; flexibility in adapting to change.
8. Excellent interviewing and written communication skills.
9. Ability to build strong working interpersonal relationships. Demonstrated planning and organizational skills.
10. 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.
11. 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 HEALTHY AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
