

## CITY OF HAMILTON

**COMMUNITY & EMERGENCY SERVICES DEPARTMENT**  
**(HOUSING SERVICES DIVISION – INVESTMENT IN AFFORDABLE HOUSING - LOCATION – 350 KING ST. E.**  
**(UNIT 110)**

**RENT SUPPLEMENT/LEASING CLERK - CUPE 5167**

**SUMMARY OF DUTIES**

Reporting to the Program Manager, Investment in Affordable Housing, provides general clerical program support and accurate calculations of rents, renewals for rent supplement and housing allowances. Responsible for maintaining up-to-date information on tenants and rent supplement/housing allowance program activity.

**GENERAL DUTIES**

Calculates rents to conform to requirements determined by rent-geared-to-income or based on appropriate pre-determined scale. Ensures all detailed and relevant income and family composition data is received in a timely manner.

Liaises with Access to Housing on unit availability, confirming status of potential tenant and advising of options. Takes appropriate steps to ensure all documentation supplied by potential tenants is accurate.

Inputs and maintains basic data using Excel software and spreadsheets as directed

Performs some program support clerical duties within the division.

Prepare new tenant files, inputs new tenant data into computer software program.

Calculates rent forgiveness for Rent Supplement tenants according to Housing Services Act guidelines. Monitors program activity and works with program applicants ensuring all documentation is accurate and received within pre-established timelines.

Ensures materials relating to tenant information are updated and collated ready for distribution as required.

Establishes bring-forward and follow-up systems in order to track and monitor temporary rent forgiveness agreements and other tenant/applicant related information.

Ensures all rent supplement/housing allowance applications and/or leases are renewed within established timeframes, following up as necessary to verify that all household data is accurately reported.

Maintains computerized records of rent changes, adjustments and forwards to appropriate staff. Sends notification letters to tenants and rent supplement landlords.

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. Previous experience related to duties listed above normally acquired through a combination of education and related work experience.
2. Knowledge of Housing Services Act and Regulations.

3. Knowledge of legislation pertaining to the Residential Tenancies Act with respect to resident rental increases.
4. Knowledge of rent subsidy programs, including rent supplement and housing allowances.
5. Demonstrated knowledge of rent calculations.
6. Demonstrated ability to communicate effectively with tenants, landlords and community agencies.
7. Demonstrated ability to verbally explain program guidelines and rent calculations to tenants, landlords and community agencies.
8. Knowledge of other social programs such as C.P.P., O.D.S.P., Ontario Works, 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.
10. Experience in a computerized environment. Working knowledge of Microsoft Office XP, Microsoft Outlook, Word, Excel and database software.