

Position Title: Tenant Services Coordinator

Department: Housing

Reports To: Tenant Services Manager

Purpose

To effectively manage the operations of a portfolio of County owned housing units through tenant services such as leasing functions, tenant communications, occupancy standards and emergency management.

Responsibilities

General

- Managing the leasing function, calculation of rents and adjustments and the coordination of leasing for new tenants. Collection of rental fees and maintenance charges, processing rental adjustments and rent forgiveness where necessary.
- Maintain high occupancy rates, and directs the processing of vacancy notices in a timely manner to minimize vacancy losses.
- Communication with tenants and facilities division, regarding tenant meetings, building concerns including move-ins and move-outs.
- Conducts regular inspections to ensure units are maintained at a uniformly high standard and ensure health, safety and well-being of the tenant.
- Collaborating with community partners such as fire, police, by-law officers for life safety exercises and drills, maintaining property standards, occupancy standards and emergency management.
- Collaborating with community partners and Community Relations Workers around eviction diversion, community supports and referrals.
- Participating as a member of the internal application and tenant review committee regarding approval of new or transferring tenants.
- Participating in the preparation and monitoring of a total annual operating budget.
- County representative at Landlord Tribunal and other legal courts and ensure documentation is to a court standard.
- Coordinating the investigation and resolution of tenancy matters including violations under the Residential Tenancies Act.

- Ensuring compliance with all relevant legislation and procedures related to Residential Tenancy Act and Housing Services Act, 2011 for safety and security and well-being of tenants.
- Recommends modifications to existing or the development of new procedures and policies regarding tenant and staff relations, building requirements and budgeting, in order to contribute to the improvement of the Department's operations.
- Reports building deficiencies to facilities division as observed during visits to buildings.
- Supervising Building Attendants involving staff selection, training, work assignment and performance appraisals.
- Assuming the responsibilities of the Manager during his/her absence as requested.
- Assuming weekly on-call duty on a rotational basis in order to support Grey County Housing's responsibility to respond to problems and emergencies on a 24-hour/day basis; possession of a valid driver's license and maintaining a reliable vehicle.
- Performing other duties as assigned.

Working Conditions

Usual hours of work are 35 hours per week; core hours are 8:30AM to 4:30 PM. Some overtime may be required to cope with deadlines, peak periods and unexpected situations that arise within the service.

Travel throughout the County is required regularly.

Contacts

Internal Working Relationships

In contact with other county staff, the Technical Supervisor, Facilities Manager, Housing Programs Manager, Coordinated Access Coordinator and Community Relations Workers, regarding departmental issues. There is constant contact with Building Attendants in order to provide guidance and direction, ensure compliance with operational policies and procedures, and resolve problems. There is routine contact with the 24-hour emergency answering service when the incumbent is on call.

External Working Relationships

In contact with tenants to discuss leases, rent and to solve problems, local by-laws, building codes, and all relevant legislation. There is regular contact with community groups and social agencies, other County staff and elected officials, the fire department, police and legal aid agencies, Landlord Tribunal, local By Law Officers, Public Health in

order to exchange information regarding tenants and their continued tenancy under the Housing Department guidelines.

Knowledge and Skill

- University Degree or College Diploma in social services, business or public administration diploma, with five years of directly related supervisory experience.
- Sound knowledge of the principles and practices of leasing functions in social housing, tenant and staff relations, mental health, alternative dispute resolution and social and behavioural sciences.
- Knowledge of social housing policies and procedures, as well as related Provincial and Federal Legislation including the Residential Tenancy Act 2006, Housing Services Act, 2011, Child Welfare Act, Occupational Health & Safety Act, and the Municipal Freedom of Information and Protection of Privacy Act. Familiarity with Building and Fire Codes
- Communication, human relations, conflict resolution and crisis intervention skills, consideration of cultural practices and beliefs and work in a non-judgemental, empathetic manner with tenants from a variety of backgrounds and cultures; use tact and judgement in
- Time management, organizational, and problem solving skills in order to prioritize and plan work activities, and ability to problem solve with others.
- Skill in the use of personal computer and knowledge of software packages such as Microsoft Office, and waiting list and financial management systems.
- Ability to travel to various locations within Grey County and to attend professional development outside of Grey County.
- Must provide an acceptable Police Records Check in order to ensure suitability for working with vulnerable populations
- Practical experience in working with vulnerable populations, community agencies and emergency services and general building function
- Well-developed supervisory skills and program coordination are required

Impact of Error

Ineffectively dealing with a large volume of complex and diverse issues could result in a loss of revenue, poor tenant or staff relations, media and political scrutiny, and the physical deterioration of the portfolio, which can adversely affect the safety and security of staff and tenants, create a poor public image of the Housing Department and the County of Grey, cause increased vandalism and tenant conflicts and revenue loss.