



JOB DESCRIPTION

JOB TITLE	Tenant Retention Officer(s) 3 (one) Unilingual Position 1 (bilingual) Bilingual Position
DEPARTMENT / PROGRAM AREA	Housing Operations (NDHC)
REPORTING TO	Tenant Services Supervisor
EFFECTIVE DATE	October 2023
SALARY	Band 11

JOB SUMMARY

Under the supervision of the Tenant Services Supervisor, the position will effectively manage and administer a portfolio of Rent Geared-to-Income and Market Rent Housing Units in accordance with established standards, policies, and procedures. This includes rent geared to income administration, revenue collections, resolution of tenancy issues in compliance with the Housing Services Act and the Residential Tenancies Act and associated regulations.

JOB DUTIES AND RESPONSIBILITIES

- Responsible for the timely collection of rental revenue in accordance with established Rent Collection Policy.
- Monitors and mitigates rent arrears, initiates eviction prevention procedures in keeping with set policy as appropriate.
- Monitors chronic and persistent late payers, conducts tenant visits, telephone calls, office interviews, prepares e-mail, including written communication, and negotiates repayment agreements in specific cases.
- Performs rent-geared-to-income calculations to ensure accuracy and completes certification process in property management system.
- Coordinates the flow of clients at the main reception area and over the phone by welcoming clients, answering routine questions, helping complete routine documents; receive payments and issuing receipts on a rotational basis.
- Initiates and prepares all applications to the Landlord and Tenant Board for hearings in cases of rental arrears and social behaviour, impairment of safety, persistently late payments, illegal acts etc. for presentation by the Tenant Services Supervisor.
- Ensure that all tenant documentation and processes are in compliance with the Housing Services Act and Residential Tenancies Act.
- Responsible for coordinating viewings of available units with potential tenants.
- Responsible for the move in processes: offering of units mindful of minimizing vacancy loss, monitors RGI and Market targets and communicates all occupancy details; maintains separate waiting lists, for example internal transfer requests.

- Execution of leases, conducting orientation sessions, collection of rent and release of keys to new tenants
- Prepares and issues legal notices for known infractions such as but not limited to smoke detectors, parking and vehicles, by-law infractions, pet complaints, etc.
- Under the direction of the Tenant Services Supervisor, conduct annual fire safety meetings and liaise with local fire departments and emergency response service agencies, and reviews and updates fire safety plans.
- Identifies and conducts interviews with at risk tenants who have inadequate resources and/or life skills in areas such as communication, income reporting, loss of subsidy and makes referrals to the appropriate internal resources.
- Assist tenant(s) with access to formal and informal community and government resources.
- Resolves any difficulties that may arise and responds to any complaints from the public and tenants regarding Policies and Procedures.
- Liaise and collaborate with the Tenant Remediation Specialist to promote housing stabilization.
- Mediates tenant disputes with tenants in order to prevent evictions at the Tenant Services Supervisor's request.
- Conducts site visits and supports the Tenant Remediation Specialist to explain DNSSAB policies and procedures regarding issues such as rent payments, yard maintenance, housekeeping issues, etc.
- Conducts site visits to keep apprised of tenant issues such as hoarding and pest management to minimize risk. Report unit/building deficiencies and safety issues observed during site visits to the Tenant Services Supervisor.
- In coordination with the Maintenance Officer, actively participates in unit inspections; facilitates discussions with tenants regarding social or behaviour issues identified if any.
- Responsible for the move out process: Accepts notices of termination and completes changes in property management systems as well as tenant files.
- Initiates and prepares small claims court documents to ensure appropriate measures are taken.
- Prepares and submits regular reports to the Tenant Services Supervisor identifying key performance indicators requiring further monitoring.
- Maintains and coordinates the central records management system which includes file retention schedules (archiving).
- **As a DNSSAB employee, the position is responsible for creating, maintaining, and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.**

QUALIFICATIONS

- Minimum two-year post-secondary Diploma or degree in Business Administration or Social Work or an acceptable combination of education and experience.
- Minimum three years' experience working with residential tenancies and property management.
- Working knowledge of housing policies and procedures as well as related Provincial and Federal legislation ie, Housing Services Act, Residential Tenancies Act, Child and Family Services Act, Municipal Freedom of Information and Protection of Privacy Act, Personal Information Protection and Electronic Documents Act.
- Knowledge of alternative dispute resolution, mediation, and crisis intervention skills.
- Excellent communication skills when providing support to tenants on a daily basis and when they are in crisis; discuss observations and make recommendations to the Tenant Services Supervisor.
- Strong time management, organizational and problem-solving skills in order to prioritize work activities.
- Proficient in the use of computers and knowledge of Microsoft Office software.
- Knowledge of office practices and procedures.

- Possess report writing and case management, and other relevant correspondence writing skills.
- Ability to work with diverse clients with tact and diplomacy.
- Strong ability to work as a team member in a highly interactive team.
- Ability to investigate, assess, report recommend solutions.
- Demonstrate good judgement in understanding and meeting the needs of the tenants.
- Excellent organization skills are required while being sensitive to time constraints and tight deadlines.
- Working knowledge of internal and generally accepted collection processes is considered an asset.
- Valid Ontario driver's license and reliable vehicle.