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Draw on your passion. Shape our community.**

Progressive and collaborative, with a clear, long-term vision. We value employees' contributions and inspire excellence. We are driven by a desire to help shape and serve the growing community in which we live and work.

Tenant Relations Specialist – Housing York Inc. #19471

Community and Health Services Department

Housing Services Branch

Location: Newmarket, Ontario. This is a Union position.

Scheduled Weekly Hours: 35; Scheduled Shifts: 0830 - 1630

Temporary Full-Time, Approx. 6 months, Salary \$34.96 - \$37.99 per hour

Reporting to the Program Manager, Finance and Administration, is responsible for co-ordinating and executing a broad range of Corporate activities that promote positive tenant relations in the areas of customer service and quality assurance and non-legal tenant communications and education; assisting in the preparation of operational policies, procedures and statistical reports; co-ordinating staff education on tenant-related customer service initiatives; and performing other administrative duties, as required.

Qualifications

- Successful completion of a Community College Diploma in Communications, Marketing, Business Administration or approved equivalent combination of education and experience.
- Minimum three (3) years' experience in a corporate customer service or communications environment with demonstrated leadership experience.
- Knowledge of and demonstrated ability in corporate core competencies including customer service, communication, team work, initiative/self-management, accountability, flexibility and adaptability.
- General knowledge of the Region's customer service standards and customer information systems.
- Knowledge of general office procedures including administration of automated customer service systems.
- Computer literacy utilizing MS Office software applications including web based technology.
- Excellent initiative and interpersonal skills and ability to engage staff and foster a positive team environment.
- Superior communication skills with emphasis in writing documents geared to the audience.
- Strong analytical, research, presentation, and investigative skills.
- Ability to attend at off-site locations in a timely and efficient manner, as required.
- Ability to work outside normal business hours, as required.

Please apply on-line at www.york.ca by **September 30, 2016, quoting competition #19471**. We thank all candidates for their interest, however, only those selected for an interview will be contacted. For additional information on The Regional Municipality of York, please visit the above-mentioned website.