



CCOC is a community-based, tenant and member directed, non-profit housing organization whose mission is to create, maintain and promote housing for low and moderate income people.

*Are you a friendly and energetic multi-tasker who enjoys a fast-paced workday? Do you want to contribute to a social-justice oriented non-profit that works hard every day to make the world a better place? Do you have experience working at a hotel service desk, a student residence, or a similar environment?*

We're looking for a bilingual team player to fill a Tenant Service Representative role.

As a Tenant Service Representative, you will be the first face people see when they visit the CCOC office or contact us by phone or email. You should be open to working with people from diverse backgrounds to provide **friendly, respectful, and efficient service**.

Our ideal candidate is able to think quickly and creatively, juggling competing priorities in a sometimes unpredictable workday. You should be highly detail-oriented and committed to seeing tasks through to their completion. You're comfortable with technology including Microsoft Office Suite, and able to communicate clearly in **both official languages**.

**Starting wage:** Starting wage between \$44,891 and \$52,682, based on experience and qualifications. Maximum compensation for this position is \$60,473.

**Benefits:** Extended health care, dental and eyewear, OMERS pension.

**Application deadline:** 1:00 pm Tuesday, March 17, 2020.

Forward resume and cover letter by email to [hiring@cchohousing.org](mailto: hiring@cchohousing.org). Your cover letter should specifically address how you meet the education, experience, competencies and skills listed in the job description. Preference will be given to candidates with skills in additional languages, and candidates with personal or professional experience with marginalized communities.

# Tenant Service Representative

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**REPORTS TO:** Director, Corporate Services

**DEPARTMENT:** Corporate Services

**DATE APPROVED:** October 7, 2019

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## Summary

The Tenant Service Representatives work as a team to provide tenant service, perform front desk reception duties, support key operations for multiple departments and contribute to the good functioning of the office.

## Responsibilities (this is not an exhaustive list)

1. Provides tenant service and performs front desk reception duties by:
  - Developing and maintaining positive relationships with tenants;
  - Greeting and assisting walk-in traffic, answering phones (main line and contractor line) and 4 principal e-mail accounts;
  - Receiving, logging and responding to majority of tenant service requests;
  - Giving out rental information, including information specific to affordable housing; providing information regarding the Registry and subsidized housing;
  - Receiving rents and rent deposits and issuing receipts;
  - Cutting keys, processing key payments and managing key returns;
  - Managing the booking of meeting rooms; preparing meeting room rental packages, managing key distribution, deposits and payments;
  - Listening to grievances and responding to complaints; referring inquiries to appropriate staff as needed;
  - Upholding CCOC's customer service standards for acknowledging and responding to messages in a timely manner.
  
2. Provides support to the and other departments by:
  - Initiating work orders and purchase orders, scheduling staff or contractors to do the work and keeping track to ensure work is completed in a timely way; receiving purchase orders and initiating notices of entry as needed
  - Referring complex and/or ongoing service requests to appropriate staff within Facilities Management Department and working with staff to ensure follow up

- Facilitating communication and coordinating between staff, contractors and tenants on an ongoing basis
  - Managing guest parking, providing support to the Rental Department in the management of parking by tenants/applicants; receiving parking payments and issuing parking refunds
  - Receiving and verifying documentation from tenants
  - Managing bike parking agreements and maintaining accurate records of active bike parking permits
  - Responding to emergencies by dispatching staff or contacting appropriate agency
  - Recording pertinent information for reference
  - Working directly with tenants and other departments to help maintain a high quality of life and sense of community
3. Contributes to good general functioning of the office workplace by:
- Performing beginning and end of day tasks to secure the office;
  - Keeping the main reception area of the office clean and tidy;
  - Managing the mail out functions, courier pickup and delivery; opening and distributing mail to appropriate department on a daily basis.
4. Performs other duties as requested by the Director of Corporate Services or the Executive Director.

This position supports the work of Centretown Citizens Ottawa Corporation, Centretown Citizens Housing Co-Operative and Cahdco (Centretown Affordable Housing Development Corporation).

### **Education and Experience**

- Secondary school diploma or equivalent
- 3 years of related work experience
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements
- Intermediate ability to use Microsoft Office Suite
- Advanced verbal and written communication in English
- Advanced verbal and written communication in French
- Knowledge of Yardi Voyager is considered an asset

## **Supervision and Decision-Making**

- Considerable decision-making applied to the performance of tasks. Processes are supported by numerous, well-defined methods and established procedures
- Provides regular guidance to other employees and has peer coordinating responsibilities
- Works under occasional supervision and chooses the best approach to come to a solution. Methods and procedures are numerous
- Moderate impact if errors are made
- Regular use of confidential information

## **Working Environment**

- Interaction with internal colleagues involves receiving and settling transactions, and coordinating activities of other employees involved in doing similar work
- Interactions with external colleagues involves dealing with reasonably demanding interpersonal situations
- Periods of moderate physical effort required (for example, constant use of computer screen)
- Some degree of physical skill and coordination required (for example; basic keyboarding)
- Comfortable physical work environment
- The incumbent may experience considerable amounts of stress