



Job Posting

Tenant Selection Administrator

(Temporary 1 year position w/potential for permanent)

About Us

Nanaimo Affordable Housing Society (NAHS) is a non-profit charitable organization who develops and operates inclusive housing communities appropriate to supporting tenants in achieving and maintaining stability and wellbeing.

Founded in 1990, NAHS believes housing is a basic human right and that tenants should be treated with respect and dignity. NAHS further believes that all tenants deserve well maintained housing that is affordable, independent, safe and secure, and which promotes a sense of home and community. Visit <https://nahs.ca> for more information on the Society.

The Position

The Nanaimo Affordable Housing Society (NAHS) has a high standard expectation for this position, following the guidelines set forth by BC Housing.

Reporting to the Manager, Tenant Relations and in accordance with NAHS mission, strategic direction, principles and policies, the Tenant Selection Administrator's primary responsibilities are to:

- Perform the full spectrum of duties to help ensure NAHS properties are maintained at maximum tenancy
- Respond to prospective tenant enquiries; provide information on available units matching tenant eligibility; explain payment options and refer to resources on possible subsidies
- Review tenant applications in accordance with BC Housing priority levels and interview prospective tenants as appropriate to tenant needs and NAHS housing offerings
- Perform background checks, income verification, and prepare tenancy agreements ensuring all NAHS forms and documents comply with Residential Tenancy Act (RTA)
- Meet with tenants to sign tenancy agreements, collect deposits and first month's rent; provide building/unit orientations, support and guidance for move-in/out activities
- Regularly communicate with team members to ensure work is on track to meet departmental goals
- Act in compliance with all pertinent legislation and guidelines including National Occupancy Standards, Protection of Personal Information Act, RTA, etc.
- Perform other related duties as required and directed by the Manager, Tenant Relations

What You Bring

An innovative, collaborative, respectful and logical approach to providing excellence in tenant selection for NAHS properties. Highly developed communication skills with an emphasis on building and maintaining productive and collaborative working relationships with leadership, colleagues, tenants and key stakeholders. An enthusiastic, positive energy directed towards

carrying out a diverse range of responsibilities. Flexibility, adaptability and capacity to positively meet the challenges and changes of a growing organization.

Preferred qualifications include:

EDUCATION AND EXPERIENCE

- 2-year college diploma plus a minimum of 3 years' experience in tenant selection or housing administration; or an equivalent combination of relevant education and work experience
- Experience working with vulnerable populations in a non-profit, social enterprise or other social impact organization preferred
- Highly developed interpersonal communication, problem solving, conflict management and organizational abilities
- Computer proficiency using MS Office Suite; experience using Arcori or similar asset management database

KNOWLEDGE

- Working knowledge of BC Housing Registry, housing operations, and administrative management
- Sound knowledge of the Personal Information Protection Act, Residential Tenancy Act of British Columbia and National Occupancy Standards
- Knowledge of safe work practices, WorkSafeBC requirements and responsibilities

OTHER REQUIREMENTS

- Valid First Aid Certification
- Valid Driver's Licence and Clean Driver's Abstract
- Criminal Record/Vulnerable Sector Check
- Willingness to occasionally work evenings and weekends as required

How to Apply

No phone calls please. Email your resume, cover letter and references to hr@nahs.ca. This posting will remain open until **4:00 pm November 6, 2020**, however applicants are encouraged to apply early as we require the position to be filled as soon as possible.

We thank all applicants for their interest, however only those meeting our requirements will be considered. Selected candidates will be required to participate in in-person interview(s) and assessments.