



**Do you want to make a meaningful difference in the lives of others? Are you organized, detail-oriented, and a resourceful problem solver? Yes? Then read on....**

### ***Community. Commitment. Belonging.***

*Hamilton East Kiwanis Non-Profit Homes Inc. is a small not-for-profit organization that has been providing modest, affordable housing in and around the Greater Hamilton Area since 1982. We have an immediate opening on our team of knowledgeable, competent, and caring staff for a full-time*

## **Resident Coordinator**

**Position Objective:** Provide administrative support with respect to rent calculation procedures and rent collection functions, customer service to tenants and the general public. Attend Landlord and Tenant Board hearings to represent landlord and track follow-up action. Cover for other Resident Coordinators during their vacations and other absences.

**Core Competencies:** Resident Coordinators display the following core competencies in the performance of their job: Analytical Thinking / Thoroughness / Managing Time & Meeting Deadlines / Effective Communication / Building Collaborative Relationships

#### **Compensation:**

*Annual salary to start: \$41,530 - \$43,600 depending upon experience; salary reviewed annually in conjunction with performance. Benefits: **Paid Vacation** pro-rated 2 weeks 1<sup>st</sup> year; incremental increases thereafter from 3 weeks to 6 weeks depending upon length of service; **Group Insurance Plan** (extended health care; dental care; vision; virtual healthcare; medical second opinion; travel insurance and assistance; travel cancellation insurance; group critical illness; short-term and long-term disability; group life insurance; dependent life insurance; accident & serious illness; employee & family assistance program); **Pension Plan with Employer matching contribution**; Professional training and development opportunities; regular Social Committee activities. A hybrid model of **office/work from home** possible. *Free on-street parking.**

#### **General Duties**

- Provide customer service by serving as the primary contact to tenants in a percentage of Kiwanis' units.
- Review tenant eligibility and subsequent rent calculations annually or as required and follow up, as necessary.
- Regularly review tenancy accounts and prepare correspondence (letters/LTB forms) for non-payment of rent. Negotiate tenant repayment plans in accordance with Kiwanis Homes policies and within scope of authority.
- Prepare LTB documentation for issues not relating to rent arrears.
- Receive maintenance requests and forward appropriately for follow-up.
- Assist Manager with the completion of reports for Board Meetings.
- Draft, type, copy, and distribute tenant correspondence.
- Maintain and generate statistical information.
- Update internal vacancy list and inform appropriate staff for follow-up.
- Draft correspondence and prepare invoices to tenants.
- Ensure tenants are notified of annual lease renewal procedures and reporting obligations.
- File with LTB as required and represent Landlord at LTB hearings.
- Obtain LTB Orders or Mediated Agreements and monitors their progress. When in default, takes appropriate steps with LTB.
- Consult with legal representative when authorized.

#### **Education, Experience, and Qualifications Required**

- Experience in property management support capacity specifically in rent calculations and tenant relation issues normally gained through a combination of education and direct work-related experience. A knowledge of property maintenance would be beneficial.
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- Good analytical and mathematical skills normally gained through a combination of recognized property management training, direct work-related experience, and post-secondary education in a related field.
- Thorough knowledge of Housing Services Act, 2011, Residential Tenancies Act, 2006, Occupational Health and Safety Act; Human Rights Code; AODA; and internal policies relating to tenant issues, tenant placement, rent calculations, and maintenance.
- Possess excellent English communication (listening, speaking, and written), interpersonal, and organizational skills.
- Strong knowledge of social programs such as Ontario Disability Support Program (ODSP), Ontario Works (OW), Canada Pension Plan (CPP), Old Age Security (OAS), and investment vehicles such as RRSP, Annuities, etc. to coordinate and confirm information relevant to rent calculations.
- Good knowledge of office procedures and keyboarding skills, working knowledge of Microsoft Office (Microsoft Outlook, Word and Excel). Knowledge of Yardi Property Management systems an asset.
- Demonstrated ability to work independently and meet deadlines with minimal supervision.
- Able and willing to maintain a professional working relationship with other staff; be a team player.
- Experience working with diverse populations and in organizations with multiple sites is considered an asset.
- Familiarity with social housing in Ontario and/or not-for-profit organizations a strong asset.

#### **Working Conditions**

- Be bondable and ready and willing to swear an Oath of Bondability.
- 37.5 hours per week, 8:00 a.m. to 4:30 p.m. Monday to Thursday with one (1) hour for lunch daily, of which 30 minutes is company paid; and 8:00 a.m. to 1:00 p.m. Friday.
- Be available to work additional hours from time to time, and/or attend meetings outside of regular business hours.
- This position is currently located at 281 Queenston Road, Hamilton, ON L8K 1G9. A hybrid model of office/work from home is possible based on operational requirements.
- Possess a valid and unrestricted Class G Ontario Driver's License for the class of vehicle operated, with daily access to a reliable, insured vehicle as occasional travel may be required.
- Considerable time may be spent in front of a computer monitor.
- Be fully vaccinated by a vaccine approved in Canada for protection against COVID-19.
- This position is open only to those legally entitled to work for any employer in Canada.

**Interested and qualified applicants can submit their resume with cover letter to [Recruiter@kiwanishomes.ca](mailto:Recruiter@kiwanishomes.ca) by noon, Wednesday, May 25, 2022.**

*All persons visiting in person are required to practice all COVID-19 health and safety protocols: answer a self-screening questionnaire; wear a mask; wash their hands; and maintain social distancing.*

*Kiwaniis Homes will accommodate persons with disabilities throughout the recruitment and selection process. Please inform us of the requirements in advance.*

*We appreciate the interest of all applicants. Be advised, however, that only those selected for an interview will be contacted.*

*No phone calls or placement agencies, please.*