

Job Description

Tenant Relations Officer

PURPOSE OF THE POSITION

(The main reason for the position, in what context and what is the overall end result)

The Tenant Relations Officer is responsible for maintaining effective relationships between tenants and the Local Housing Organization (LHO). Reporting directly to the LHO Housing Manager, the Tenant Relations Officer ensures that all tenants are adequately accommodated within the guidelines of the Northwest Territories Housing Corporation (NWTHC).

SCOPE

(The way that the position contributes to and impacts on the organization)

The Tenant Relations Officer (TRO) reports to the Manager, Housing. The TRO is responsible for providing programs and services to xxx tenants in xxx public housing units. The TRO is also responsible for providing information concerning public housing to all of the residents of the community.

Housing is recognized as a critical need in the Northwest Territories. In many communities a large proportion of the available housing is through public social housing programs. The work of the TRO directly impacts on the quality of life for tenants in public social housing as well as those who have applied for public housing. The TRO must be understanding of, and sensitive to, the needs and circumstances of tenants while at the same time ensuring that NWTHC and local policies, procedures and standards are maintained. THE TRO must ensure that tenants comply with the terms and conditions of their lease. They must also provide clients with assistance in order to ensure that they are meeting their responsibilities. Failure to successfully complete these tasks could result in delays in occupancy for those in need of public social housing, undue damage to housing units and financial and/or program mismanagement for the local housing association.

RESPONSIBILITIES

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Receive and process applications for public social housing in order to ensure that applicants are provided with required information and that applications are given due consideration:

Main Activities

- Explain the eligibility and application process to potential applicants
- Provide applicants with application forms and assist with completion of forms
- Receive and review applications to ensure all required information is included
- Determine eligibility of applicants through verification of income, checks on arrears and reference checks
- Apply the point rating system to applications
- Submit applications to the Board with recommendations
- Identify and allocate units to approved applicants when available

2. Maintain effective relations with all tenants in order to ensure they are aware of their rights and responsibilities concerning public social housing:

Main Activities

- Process tenant check-ins
- Calculate tenants base and monthly rent
- Collect damage deposits and first month rents
- Explain lease agreements, tenant responsibilities and in-house rules
- Complete check in inspections, inform maintenance of deficiencies and enter information into the database
- Complete inspections and advise tenants of violations and damages
- Investigate and respond to complaints made by or about tenants and take corrective action as required
- Provide tenants with general information and conduct home visits
- Liaise with other organizations about tenant issues and concerns
- Provide basic counseling to tenants and inform tenants of available counseling services
- Process tenant checkouts
- Identify tenant damage, complete invoices to recover costs and/or complete damage deposit refund statements

3. Administer and collect rents in order to ensure that tenants are paying appropriate rental costs according to the NWT Rent Scale

Main Activities

- Administer tenant ledger cards
- Maintain monthly rental, tenant damage and other related accounts
- Ensure rent reconciliation's are completed
- Identify tenant arrears and distribute collections letters
- Recommend write-offs to the Board
- Assess monthly rents by verifying income and reviewing household income forms
- Collect rents, issue receipts and secure revenues
- Reconcile daily revenues and make deposits

4. Maintain administrative procedures in order to ensure an effective and efficient office environment:

Main Activities

- Maintain effective relations with the Local Housing Board
- Advise the Board about tenant issues and concerns
- Maintain and review tenant files
- Respond to public inquires
- Maintain the unit/tenant inventory
- Implement and administer NWT Housing Corporation and in-house policies, programs and procedures
- Recommend changes to policies, programs and procedures

5. Comply with legislation and make applications to the Rental Officer in order to ensure that all legal requirements are met

Main Activities

- Be aware of and comply with relevant legislation including the Residential Tenancy Act
- Make applications to the Rental Officer when tenants are in breach of the tenancy agreement
- Attend hearings and present information to the Rental Officer
- Act on Rental Officer's orders

6. Perform other related duties as required

KNOWLEDGE, SKILLS AND PERSONAL ATTRIBUTES

(The knowledge, skills and attitudes required for satisfactory job performance)

Knowledge

The incumbent must have and/ or quickly develop the following knowledge:

- ✓ a basic understanding of public social housing programs.
- ✓ cross cultural sensitivity and awareness and either have, or quickly develop, an awareness of the community and local families as well as a local, regional and territorial awareness
- ✓ the ability to quickly develop a knowledge of NWT HC and in-house policies, programs and an understanding of the procedures involved with all aspects of tenant relations.
- ✓ familiar with applicable legislation including the Residential Tenancy Act.

Skills

The incumbent must demonstrate the following skills:

- ✓ well developed communications skills including the ability to use effective listening and verbal communications skills, the ability to communicate with people at all levels and the ability to write effective business correspondence
- ✓ proficient computer skills including the ability to effectively operate wordprocessing and spreadsheet programs
- ✓ ability to read and comprehend legal documents and operations manuals.
- ✓ sound analytical and organizational skills
- ✓ ability to make good, independent decisions and be able to effectively deal with stress.
- ✓ well developed time management skills including the ability to identify, prioritize and complete tasks and projects in an effective and timely manner.
- ✓ possess or quickly develop good negotiations and conflict resolution skills.

Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the TRO.

The incumbent must also demonstrate the following personal attributes:

- ✓ Consideration
- ✓ Compassion
- ✓ Friendliness
- ✓ Honesty
- ✓ Fairness and consistency
- ✓ Courteousness
- ✓ Assertiveness
- ✓ A sense of humor
- ✓ Patience

WORKING CONDITIONS

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

Physical Demands

(The nature of physical effort leading to physical fatigue)

Physical demands include the need to be away from the office conducting inspections and home visits. Inspections may include some lifting and being in awkward positions. The incumbent must spend a significant portion of time using a computer, which can lead to muscle fatigue.

Environmental Conditions

(The nature of adverse environmental conditions affecting the incumbent)

The incumbent is regularly exposed to harsh weather conditions while conducting home visits. The incumbent may also be exposed to uncomfortable living conditions during home visits and inspections.

Sensory Demands

(The nature of demands on the incumbent's senses)

The incumbent may be exposed distasteful sights and smells during home visits and inspections.

Mental Demands

(Conditions that may lead to mental or emotional fatigue)

The incumbent is regularly faced with stress from dealing with tenants and family members who may be angry and difficult to work with or in emergency or crisis situations. Stress is also caused by the need to meet regular and recurring deadlines and by the volume of work associated with this position.

CERTIFICATION

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Employee Signature	Supervisor's Title
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Printed Name Date	Supervisor's Signature Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
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Manager's Signature Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.