

Treaty 7 Urban Indian Housing Authority

Sub Office

Lethbridge Office

234 12C Street North
Lethbridge, AB - T1H 2M7
Telephone: (403) 327-1995
Fax: (403) 327-0849

Head Office

Box 871

Standoff, AB – T0L 1Y0
Toll Free: 1-800-567-4256
E-mail: administrative@t7housing.com

Sub Office

Calgary Office

#4, 3600 19th Street North East
Calgary, AB – T2E 6V2
Telephone: (587) 952-0280
Fax: (587) 952-0281

Tenant Relations Officer (TRO)

JOB DESCRIPTION:

Under the management of the Executive Director, the Tenant Relations Officer's primary role includes but is not limited to acting as the liaison between the tenants and Treaty 7 Urban Indian Housing Authority. The TRO is responsible for ensuring the tenant's needs concerns, responsibilities are addressed. Case management, client services, administration, and knowledge of Urban Native Housing Program is necessary.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- ✓ Case management experience
- ✓ Be familiar with the Landlord and Tenant Act
- ✓ Computer knowledge – Microsoft office and Outlook
- ✓ Able to work well in an organized team environment
- ✓ Must be able to operate a variety of office equipment
- ✓ Must maintain confidentiality of information
- ✓ Must perform other office duties as required
- ✓ Must have excellent verbal and written communication skills
- ✓ Must have good analytical and mathematical skills
- ✓ Should have a good understanding of First Nations cultures and issues
- ✓ Must be able to work in a team environment

KEY RESPONSIBILITIES

- ✓ Orientate new tenants to ensure they have knowledge and are aware of all aspects of the housing program
- ✓ Conduct annual home visits to renew and review tenancy agreements
- ✓ Document home visits and maintain confidential files
- ✓ Inform tenants of new and existing policies, guidelines and objectives of the housing program as necessary Must be familiar with Canada Mortgage & Housing Corporation (CMHC) policies and guidelines, Landlord and Tenant Act
- ✓ Establish networking with other organizations that may provide assistance with information, resources or referral for tenants
- ✓ Handle tenant issues, late rent payments, upkeep of unit, etc...
- ✓ Tenant complaints/reports
- ✓ Community complaints/reports
- ✓ File Management/ Review/ Audit
- ✓ Administers notices to tenants
- ✓ Adhere to policy and procedure manual

- ✓ Attend conferences, meetings, special events, AGM
- ✓ Monthly written reports to Executive Director

PERFORMS ALL OTHER DUTIES AS DEEMED NECESSARY

QUALIFICATIONS AND REQUIREMENTS:

- ✓ Post-secondary education in Human Services, Social Work or Similar
- ✓ Minimum 3 years related experience
- ✓ Strong knowledge of office procedures and practices
- ✓ Precise attention to details
- ✓ Resourceful and flexible
- ✓ Proven organizational and time management skills
- ✓ Must be able to travel
- ✓ Overtime may be required during the week/weekends

CLOSING DATE: JULY 16, 2020 AT 4 PM

PLEASE FORWARD RESUME, CRIM CHECK, AND 3 REERENCE LETTERS TO

TREATY 7 URBAN INDIAN HOUSING AUTHORITY

234 12C Street North

Lethbridge, Alberta TIH 2M7

Email: administrative@t7housing.com FAX: 403-328-0849
PHONE: 403-327-1995 TOLL FREE 1-800-567-4256