

Employment Opportunity–Housing Program Coordinator

The Medicine Hat Community Housing Society (MHCHS) is seeking to fill one permanent full time position within the Housing Programs Department Team. The Housing Programs Coordinator position performs a variety of customer service and administrative tasks, and works 37.5 hours per week, typically Monday to Friday 8 am - 4:30 pm.

Key Position Responsibilities

- Housing Professional responsible for promoting a successful tenancy experience with MHCHS tenants.
- Allocating units and housing people; suite viewing, lease signing, tenancy orientation, responding to inquiries, public relations with walk-in and telephone customers.
- Assist with general property management related duties, collect rent, applications for housing, provide information re: housing programs and other related resource information, receive complaints, re-route calls & inquiries, maintaining waiting lists, etc.
- Interact and work with Tenants of MHCHS e.g. communication, annual reviews, calculations to determine eligibility and rents, handle complaints, promote solution focused philosophy, on-site duties such as show suites, move-ins, move-outs, inspections, tenant orientation and interactions.
- Administrative tasks associated with the position e.g. letters to tenants, statistical recording, updating tenant accounts, data entry, etc.
- Liaise with the MHCHS staff to communicate tenant concerns received through the office.
- Joint responsibility with the Facility Operations staff for safety and security reporting and organizing the logistics of budgeted property maintenance projects.

Key Requirements

- Successful completion of Grade 12 or high school equivalency diploma.
- Office technology certificate or similar training/experience.
- 1-3 years practical experience with customer relations in an office environment and/or related training.
- Exceptional Customer Service Skills; friendly, personable, confident, trustworthy, responsible.
- Compassionate, client-centered, sensitive to the dignity of those in need of social housing, understands and agrees with the organization's Purpose and Values.
- Strong verbal and written communication skills.
- Neat and professional in appearance.
- Ability to work independently with minimal supervision, troubleshoot, manage busy schedule and multiple competing priorities.
- Ability to manage pressure, and a diversity of tasks simultaneously.
- Bondable and trustworthy.
- Valid driver's license and a clean driver's abstract.
- Travel requirements – daily travel between office and properties.
- Primarily regular office hours. Occasional after hours functions appointments.

Position:	Coordinator
	Full time (37.5 hours/week)
Starting Salary Range:	\$18.83 - \$21.16
Start Date:	To Be Determined
Competition closing:	September 30 th

If you possess the stated qualifications and want to be involved in this valuable and challenging program, please submit a letter of interest with your resume before the closing date to:

kswanson@mhchs.ca.