

## **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.
- 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: June 17<sup>th</sup> 4:30pm

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: [yhealy@mhchs.ca](mailto:yhealy@mhchs.ca)