



## **Full Time Employment Opportunity – Housing Programs Coordinator**

The Medicine Hat Community Housing Society (MHCHS) is seeking to fill a permanent full-time position within the Housing Programs Team. The HP Coordinator is responsible to serve the tenants of MHCHS, and performs a variety of customer service and administrative tasks. As a representative of the MHCHS, interaction with clients must be compassionate, client centered, and uphold the dignity of those we serve. The MHCHS Purpose and Values form the foundation of our work, and individuals must align with these principles to be well suited for this role. The Housing Programs Coordinator 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 and delivering quality customer service.
- Assist individuals with applications, respond to inquiries, provide information re: housing programs and other related community resource information.
- Interact and work with Tenants e.g. communication, annual reviews, determine eligibility and rents, handle concerns, on-site duties include showing suites, move-ins, move-outs, inspections.
- Administrative tasks associated with the position e.g., answering telephones, walk-ins and rent collection, letters to tenants, statistical recording, updating tenant accounts, data entry, etc.
- Coordinate with other MHCHS staff; to facilitate the completion of property maintenance, and safety and security reporting.
- Maintain confidentiality and professional boundaries.

### **Key Requirements**

- Completion of high school.
- Knowledge and experience working with vulnerable populations affected by poverty in a respectful, client centered, and solution focused manner.
- Office technology certificate or similar training/experience.
- 1-3 years practical experience with customer relations in an office environment and/or related training.
- Exceptional professional interpersonal communication skills.
- Ability to work in a stressful environment and to respond to people with compassion, patience, and composure.
- Neat and professional in appearance.
- Ability to work independently with minimal supervision.
- Ability to manage a multitude of tasks and priorities in a busy work environment.
- Sensitive to the dignity of those in need.
- Valid driver's license and a clean driver's abstract, child welfare check, criminal record check, bondable and trustworthy.
- Regular travel between office and MHCHS properties.
- Regular office hours, occasional evening or weekend hours.

#### **Position:**

Coordinator                                      Full time (37.5 hours/week)

Starting Salary Range:                                      \$18.83 - \$21.16

Start Date:    As soon as possible

Competition closing:    November 30, 2022

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 12:00 noon on the closing date to: [info@mhchs.ca](mailto:info@mhchs.ca).