

Employment Opportunity–Housing Programs Senior Support

The Senior Support position is a member of the Housing Programs team performing a variety of administrative tasks for the Medicine Hat Community Housing Society. In addition to front line service delivery related to the administration of assigned housing programs, this position will assist the department Manager with administrative functions that carry an elevated level of responsibility and will provide ongoing guidance and support to Housing Programs support staff. As a representative for the MHCHS, interaction with staff and clients must facilitate a positive environment.

Key Position Responsibilities

1. Act as a first line resource for Housing Programs support staff in relation to government legislation and internal policies, procedures and established protocols.
2. Fosters positive and professional relationships with Housing Programs staff and other departments, clients, applicants and community organizations.
3. Provide new employees with operations orientation and training related to Housing Programs support duties including general office functions and front line client services such as the application process, general inquires on housing programs and other related resource information, processing complaints, collection of rent and other related fees, database processes and the annual review proves.
4. Review and process tenant account adjustments for accuracy and prepare for final approval by Housing Programs Manager.
5. Process and prepare all transferring tenant files for Security Deposit Refund
6. Review, approve and process program transfer requests
7. Begin/ Month End procedures that include processing monthly rent charges and monthly reporting requirements
8. Maintain a thorough working knowledge of all MHCHS housing, subsidy and related programs.
9. Provide front office customer service with walk-in and telephone traffic
10. Perform landlord/tenant administrative duties including the allocation process, move ins/move outs, respond to inquiries provide information re: housing programs and other related resource information, manage assigned tenants
11. Perform general office functions including front line client services as outlined above under #3
12. Maintain the waitlist and program allocations
13. Liaise with other MHCHS staff to communication tenant concerns when applicable
14. Assist the Housing Programs Manager with special projects as required

Key Requirements

- Minimum of 2 years post secondary training in Business Administration, Human Services or relevant alternative and 3-5 years directly related work experience; practical experience with customer relations in an office environment an asset; supervisory experience an asset, experience in property management and/or social service setting an asset
- Office technology certificate or similar training/experience; strong computer skills in MS Office and database application
- Excellent English verbal and written communication skills
- Superior customer service skills
- Superior organizational skills, ability to multi-task, and to focus on detailed housing program administration in a very busy office environment
- Proven ability to problem solve and deal effectively with conflict and emergencies

- Ability to apply critical thinking
- Excellent teamwork skills-demonstrated ability to work with and effectively lead others to achieve common goals that align with the Purpose and Values of MHCHS
- Knowledge of and experience working with housing and homelessness issues
- Knowledge and experience working with government legislation, regulations etc (in particular Residential Tenancy Act, Social Housing Accommodation Regulation, FOIP)
- Knowledge of and experience in a goal orientated outcome based planning model

Position: **Housing Programs Senior Support**
Full time (37.5 hours/week)

Salary Range: \$20.68 – \$26.14

Start Date: As soon as possible

Competition closing: July 3, 2023

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 via email before the closing date at noon (12 pm) to: yhealy@mhchs.ca