

Position Description



Position:

Senior Support

Reports to:

Housing Programs Manager

Position Summary:

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 administration support staff. As a representative for the MHCHS, interaction with staff and clients must facilitate a positive environment.

Major Areas of Responsibility:

1. Act as a first line resource for administration 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 operational orientation and training related to administrative support duties including general office functions and front line client services such as the application process, general inquiries on housing programs and other related resource information, processing complaints, collection of rent and other related fees, database processes, and the annual review process.
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. Maintaining the waitlist and program allocations.
13. Liaise with other MHCHS staff to communicate tenant concerns when applicable.
14. Assist the Housing Programs Manager with special projects as required

Accountability:

- ✓ adherence to policies and regulations of MHCHS, and applicable legislation
- ✓ performance appraisal and on-going quality control by the Housing Programs Manager or designate
- ✓ tenant satisfaction surveys
- ✓ reconciling collected funds with financial support

Suitability:

1. Experience and training

- 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 team work skills-demonstrated ability to work with and effectively lead others to achieve common goals that align with the Vision, Mission and Values of the 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 oriented outcome based planning model

2. Suitability criteria

- Ability to work independently with minimal supervision
- Ability to manage a diversity of tasks simultaneously
- Ability to work in fast paced, challenging environment
- Knowledge of and experience working with vulnerable populations in a respectful manner
- Sensitive to the dignity of all citizens, housed or homeless
- Willing and able to uphold the values of the MHCHS

3. Physical requirements

- Neat and professional in appearance

4. Travel/Other requirements

- Occasional driving (use of own vehicle is required), valid driver's license, clean driving record/ child welfare record check, criminal record check, bondable

5. Overtime and/or shift requirements

- Regular office hours, occasional overtime may be required

Employee signature and date

Manager signature and date