

Position Description



Position: Coordinator

Reports to: Housing Programs Manager

Position Summary:

The Coordinator is a member of the Housing Programs team performing a variety of administrative tasks for the Medicine Hat Community Housing Society. This position is often the first level of contact for people in need of social housing. As a representative for the MHCHS, interaction with clients must facilitate a positive environment.

Major Areas of Responsibility:

1. Front of office customer and public relations with walk-in and telephone traffic.
2. Collect rent and other related fees.
3. Assist potential tenants with applications for housing, respond to inquiries, provide information re: housing programs and other related resource information, receive complaints, re-route calls & inquiries, maintaining waiting lists, etc.
4. Interact and work with tenants of MHCHS eg. 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 interaction.
5. Administrative tasks associated with the position, eg. letters to tenants, statistical recording, updating tenant accounts, data entry, etc.
6. Liaise with the MHCHS staff to communicate tenant concerns received through the office
7. Joint responsibility with the maintenance staff for safety and security reporting and organizing the completion of budgeted property maintenance projects

Accountability:

- ✓ Adherence to policies and regulations of MHCHS, and applicable legislation.
- ✓ Performance appraisal and on-going quality control by the Housing Programs Manager.
- ✓ Tenant satisfaction surveys.
- ✓ Reconciling of collected funds with bookkeeper.

Suitability:

- 1. Experience and training**
 - Completion of highschool.
 - Office technology certificate or similar training/experience.
 - 1 - 3 years practical experience with customer relations in an office environment and/or related training.
 - 2. Suitability criteria**
 - Ability to work independently with minimal supervision.
 - Ability to manage a diversity of tasks simultaneously.
 - Ability to work in stressful environment.
 - Sensitive to the dignity of those in need of social housing.
 - Bondable and trustworthy.
 - Valid driver's license and a clean driver's abstract (Seniors Coordinator).
- Physical requirements**
- Neat and professional in appearance.
- 3. Travel requirements**
 - Minimal. Daily travel between office and (Seniors) project(s).
 - 4. Overtime and/or shift requirements**
 - Primarily regular office hours. Occasional after hours functions or call-outs for emergencies.

Employee signature and date

Manager signature and date