



Full Time Employment Opportunity – Housing Programs Coordinator

The Medicine Hat Community Housing Society (MHCHS) is seeking to fill one permanent full-time position. As a Housing Programs Coordinator you are part of our Housing Programs team and your passion for providing exceptional client service contributes to the Medicine Hat Community Housing Society's high level of client services.

On behalf of the organization, you will communicate in an open, helpful, and engaging tone, and will focus on providing hope for each client you have the privilege of serving. You will offer assistance through various channels such as in-person visits both in and out of office, phone, and email. Additionally, you will work with the MHCHS team to resolve customer support concerns and serve as an ambassador for the Medicine Hat Community Housing Society brand.

Every person at the Medicine Hat Community Housing Society brings something unique to the table, so be authentic! Come in with an open mind and a positive attitude.

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.
- Ability to think critically through a situation to understand which staff member would be most appropriate to directly manage the concerns.
- Triage client inquiries for multiple departments, access appropriate department personnel to effectively address the needs of the client.
- Interact and work with Tenants e.g. communication, annual reviews, determine eligibility and rents, handle concerns, off-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.
- Strong verbal and written English communication skills. Being multi-lingual would be considered an asset.

→ Regular office hours, occasional evening or weekend hours.

Position:

Coordinator	Full time (37.5 <i>hours/week</i>)
Starting Salary Range:	\$19.77 - \$22.22
Start Date:	As soon as possible
Competition closing:	When successful candidate found

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: yhealy@mhchs.ca.