



Employment Opportunity

Tenant Relations Officer (Full-time Permanent)

The Tenant Relations Officer receives direction from the Housing Manager and other department team members to develop and review frameworks for the organization's operating guidelines and standards. The TRO helps to direct the implementation of corporate policies in accordance with governance regulations and drives improvements to service delivery and operations. The TRO is responsible for establishing and maintaining positive relations with tenants occupying units by Netmizaaggamig Nishnaabeg. The TRO will provide liaison, informal/supportive counseling, and communication with current and prospective tenants on rental matters. The TRO will also ensure the Housing Policies and Procedures and Tenancy agreements are adhered to, which will maximize the recovery of outstanding tenant debt pertaining to Section 95. The TRO functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of Netmizaaggamig Nishnaabeg.

Qualifications:

- Required minimum one year college diploma in related field;
- Required two-years of administrative experience;
- Excellent computer skills (including MS Word, Excel, Internet, Outlook, Email);
- Ability to effectively communicate in writing, prepare letters to tenants/homeowners, reports to the Housing Manager;
- Ability to comprehend policy manuals and legal documents (e.g., rental agreements etc.);
- Strong time management skills including ability to prioritize and complete tasks within specified time frames;
- Exceptional facilitation and leadership skills, particularly with disadvantaged community members;
- Knowledge of the needs and barriers of unemployed individuals with sensitivity towards cultural and economic differences;
- Ability to build and maintain lasting relationships with organization departments, external partners and community;
- A strong background in conflict resolution and should be able to navigate situations where tenants are angry with the company;
- Ability to identify, manage and maintain confidentiality and conflicts of interest;
- Desire to increase personal capacity and wellness through regular participation in professional development initiatives and personal growth plans;
- Valid Class G driver's license with clean driver's abstract.

Responsibilities:

- Assisting with completion and processing of applications for housing;
- Entering all applications for housing into the housing software;
- Upon units being allocated, preparing and managing Rental agreements including setting up meetings to welcome new tenants, ensuring all paperwork is completed;
- Responding to tenant requests and concerns in a timely and courteous manner, forwarding information to appropriate staff/departments;
- Communicating with tenants to relay information such as home maintenance, repairs, workshops, arrears, late notices, breaches etc;



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- Monitoring and taking appropriate action with respect to breaches in agreements per policy, issuing notices etc.;
- Establishing new and maintaining current tenant files, records of all communication and correspondence ;
- Develop and maintain effective communication networks/strategies with tenants by developing and implementation of materials such as, “Tenant Handbook” and “Quarterly Newsletter”, Social Media Platforms etc.;
- Inspection report completed renovations/repairs and provide reports to Housing Manager;
- Communicate effectively and use a professional approach with all team members and managers;
- Ensure that safe work practices are being followed;
- Respect and protect the rights of clients, including but not limited to their right to independence, autonomy and self-determination; their right to choose and practice individual values, beliefs, religion and culture; their right to privacy and dignity; and their right to live free from retaliation, discrimination and abuse;
- Maintain and model appropriate personal boundaries with tenants and refrain from involvement with tenant personal affairs or other businesses that may constitute a conflict of interest;
- Identify and pursue professional development opportunities;
- Support soft skills training with follow up activities, coaching and mentoring;
- Communicate directly with tenants who are having issues;
- Take note and ask follow-up questions to gain a complete picture of workplace challenges;
- Prepare detailed reports to highlight activities, tenant interactions and outline steps taken to arrive at a solution, document the outcome of conversations;
- Ensure all company property is maintained at an optimal level or cleanliness and tidiness;
- Other duties as required;

Closing Date: July 26th, 2024

Please send a cover letter and resume to:

Trisha Brinklow

Human Resource Manager

Email: Trisha.Brinklow@picmobert.ca

Phone: (807) 822-2134 ext. 216

The employees of Netmizaaggamig Nishnaabeg are expected to be examples of healthy and positive living and as such, any offer of employment would be conditional on the candidate providing a satisfactory drug screening test and CPIC / Vulnerable Persons check. We thank you for your application, however, only those selected for an interview will be contacted.