



Community - Commitment - Belonging

Hamilton East Kiwanis Non-Profit Homes Inc. owns and manages approximately 1,100 apartment units, townhouses, and single family homes in the Hamilton and Brantford areas. We seek a compassionate, practical, and service-oriented person to join our staff of 22 dedicated employees. This is an exciting time for our organization; we are growing and aim to mature into a sustainable housing organization while remaining independent and community based. If you want to make a meaningful difference in the lives of others, please consider applying for this position. If you have most, but not all of the background required, you are welcome to apply anyway! We will consider all applications.

Job Opportunity: Resident Coordinator

Note: *There may be changes to this job description once our corporate process review is complete.*

Position Objective: Provide customer service as the primary contact for tenants within portfolio; review tenant eligibility, rent calculations, and tenancy accounts; negotiate and monitor rent repayment plans; attend Landlord and Tenant Board hearings to represent landlord and track follow-up action. Cover for other Resident Coordinators during vacations and other absences.

Core Competencies: Resident Coordinators display the following core competencies in the performance of their job:

- Analytical Thinking
- Thoroughness
- Managing Time & Meeting Deadlines
- Effective Communication (speaking, listening, writing in English; often to people whose first language is not English.)
- Building Collaborative Relationships

Compensation:

*Annual salary to start: \$51,000 - \$52,800, depending on experience. Benefits: **Paid Vacation** pro-rated 2 weeks 1st year; incremental increases thereafter from 3 weeks to 6 weeks depending upon years of service; **Group Insurance Plan** (extended health care; dental care; vision; virtual healthcare; medical second opinion; travel insurance and assistance; travel cancellation insurance; group critical illness; short-term and long-term disability; group life insurance; dependent life insurance; accident & serious illness; employee & family assistance program); **Pension Plan** with Employer matching contribution; **Professional training and development opportunities**; Social Committee activities. Street parking. Work ends at 1:00 p.m. Fridays = **Early start to the weekend!***

Working Conditions:

- Be bondable and ready and willing to swear an Oath of Bondability.
- 37.5 hours per week, 8:00 a.m. to 4:30 p.m. Monday to Thursday with one (1) hour for lunch daily, of which 30 minutes is company paid; and 8:00 a.m. to 1:00 p.m. Friday.
- Be available to work additional hours occasionally (lieu time compensation), and/or attend meetings outside of regular business hours.
- This position is located at 281 Queenston Road, Hamilton, ON L8K 1G9, where the majority of work will be performed. On occasion a hybrid model of office/work from home may be possible based on operational requirements.
- Possess a valid and unrestricted Class G Ontario Driver's License for the class of vehicle operated, with daily access to a reliable, insured vehicle as occasional travel may be required **OR** be prepared as a condition of employment to obtain a valid and unrestricted Class G Ontario Driver's License and purchase a reliable, insured vehicle, both within 12 months of hire. Approved mileage expenses are reimbursed.
- Considerable time may be spent in front of a computer monitor.
- This position is open only to those legally entitled to work for any employer in Canada.

General Duties:

- Provide customer service by serving as the primary contact to tenants in a percentage of Kiwanis' units.
- Review tenant eligibility and subsequent rent calculations annually or as required and follow up, as necessary.
- Regularly review tenancy accounts and prepare correspondence (letters/LTB forms) for non-payment of rent. Negotiate tenant repayment plans in accordance with Kiwanis Homes policies and within scope of authority.
- Prepare LTB documentation for issues not relating to rent arrears.
- Receive maintenance requests and forward appropriately for follow-up.
- Assist Manager with the completion of reports for Board Meetings.
- Draft, type, copy, and distribute tenant correspondence.
- Maintain and generate statistical information.
- Update internal vacancy list and inform appropriate staff for follow-up.
- Draft correspondence and prepare invoices to tenants.
- Ensure tenants are notified of annual lease renewal procedures and reporting obligations.
- File with LTB as required and represent Landlord at LTB hearings.
- Obtain LTB Orders or Mediated Agreements and monitor their progress. When in default, take appropriate steps.
- Consult with legal representative when authorized.

Education, Experience, and Qualifications:

- Experience in a property management support capacity specifically in rent calculations and tenant relation issues normally gained through a combination of education and direct work-related experience.
- Good analytical and mathematical skills normally gained through a combination of recognized property management training, direct work-related experience, and post-secondary education in a related field.
- Thorough knowledge of Housing Services Act, 2011, Residential Tenancies Act, 2006, Occupational Health and Safety Act; Human Rights Code; AODA; and internal policies relating to tenant issues, tenant placement, rent calculations, and maintenance.
- Possess excellent English communication (listening, speaking, and written), interpersonal, and organizational skills.
- Strong knowledge of social programs such as Ontario Disability Support Program (ODSP), Ontario Works (OW), Canada Pension Plan (CPP), Old Age Security (OAS), and investment vehicles such as RRSP, Annuities, etc. to coordinate and confirm information relevant to rent calculations.
- Good knowledge of office procedures and working knowledge of Microsoft Office (Outlook, Word and Excel).
- Demonstrated ability to work independently and meet deadlines with minimal supervision.
- Able and willing to maintain a professional, collaborative relationship with other staff.
- Familiarity with social housing in Ontario and/or not-for-profit organizations would be considered a strong asset.
- Experience with Yardi software would be an asset.
- Knowledge of property maintenance would be beneficial.
- Experience working with diverse populations and in organizations with multiple sites would be an asset.

Interested and qualified applicants may submit their resume with cover letter to Recruiter@kiwanishomes.ca by noon, Monday, May 29, 2023.

We appreciate the interest of all applicants in this opportunity to work with Kiwanis Homes; however, only those selected for an interview will be contacted.

Kiwanis Homes is committed to providing access, equal opportunity, and reasonable accommodation for persons with disabilities throughout our recruitment and selection process. Please inform us of your accommodation requirement in advance of your interview.

No phone calls or placement agencies, thank you.