



Tk'emlúps te Secwépemc

(Kamloops Indian Band)

JOB POSTING

Tk'emlúps te Secwépemc (TteS) is a fast-growing vibrant organization committed to the development and progress of its Band Members and Community. As such, the TteS invites applications from qualified, highly motivated, and dynamic individuals to fill the following position.

Position Title: Housing Collections Officer
Department: Housing
Supervisor: Housing Manager
Terms: Full-Time
Job Reference #: 2019-031

PURPOSE OF POSITION:

The Housing Collections Officer is responsible to support the accounts receivable unit of the Housing Department and work in co-operation with the Finance Department in the pursuit of payments on aged accounts utilizing the Housing Policies and any other lawful means and remedies available to TteS in the collection of outstanding monies owed to the Band. This will include any rent arrears collections.

DUTIES AND RESPONSIBILITIES:

- Carries out established collection proceedings and enforcement activities appropriate to aged accounts.
- Provides efficient and effective bookkeeping, clerical and administrative work relating to accounts receivable.
- Contacts customer debtors to gather and verify information to establish suitable payment arrangements, identify options and explain remedies available to the TteS in the collection of outstanding monies owed to the TteS.
- Liaises between TteS departments to cure identified file deficiencies.
- Prepares and delivers communications to customer debtors and tracks progress and results of collections proceedings and enforcement.
- Facilitates the resolution of customer debtor complaints and follows-up with the customer debtor to ensure customer satisfaction.
- Reviews and maintains electronic and hardcopy files detailing customer debtor collection activities and outcome of recovery efforts.
- Where appropriate, provides information to law offices, lending institutions and trustees in bankruptcy.
- Prepares band council resolutions and proper meeting submissions to Chief and Council as directed by the Housing Manager
- Identifies accounts requiring legal action, prepares a master duplicate collection file for legal counsel and assists legal counsel as per their advice.
- Assists in the development and implementation of payment policies and procedures and administers and manages recovery systems and processes to support collection activities.
- Demonstrates continuous effort to improve TteS operations, decrease turnaround times and streamline work processes.
- Works cooperatively with others to support TteS's respectful workplace and to provide quality seamless customer service. Maintain a list of regular contacts of outside agencies, stakeholders, including government and regular contacts
- Provides accurate monthly statements to tenants on a consistent basis and upon request.

- Meet with tenants, where required, to ensure accuracy of their statements.
- Provide Supervisor with accurate summary of arrears utilizing excel spreadsheets.
- Maintains confidentiality on all matters relating to the affairs of TteS and tenants.

QUALIFICATIONS, KNOWLEDGE AND OTHER SKILLS:

Professional Certification, Education, and Experience

- Must have a minimum 2-year diploma in Finance/Accounting and 2 years experience in collections, or an equivalent combination of education and work experience.
- Must have working knowledge and experience in accounting systems, word processing and strong working knowledge utilizing Excel.
- Must pass criminal record check.
- Must have a valid BC Class 5 Driver’s License.

SKILLS AND ABILITIES:

- Strong working knowledge of accounting systems and financial operations.
- Strong working knowledge of TteS band governance and administration processes.
- Strong working knowledge of the CMHC On Reserve Agreements, and on-reserve housing programs and services.
- Strong organization skills and ability to manage competing priorities.
- Ability to perform data entry with a high level of speed and accuracy.
- Proficient in Internet Explorer
- Proficient in Microsoft Office Word and Microsoft Excel and Sage AccPacc Accounting Software
- Strong ability to take direction and produce quality work that is completed on time.
- Strong ability to take initiative and use time to produce quality work.
- Excellent oral and written communications skills.

Hours of Work: Normal Day shifts – 7 hours. Non-normal shifts maybe required.

Pay Grade: As per current TteS salary grid

Tk’emlúps te Secwépemc thanks all applicants for their interest in our current opportunities. However, only those selected for an interview will be contacted.

Deadline is Friday May 24, 2019 to be received by 2:00 PM

Please submit the **TteS Job Application Form** alongside your Cover Letter, Resume, and References online at <https://tkemlups.ca/how-to-apply/job-application-form/>

Or by email at resume@kib.ca, Or by fax, at (250) 828-9847

Or in person, at our Human Resources Office at #210-330 Chief Alex Thomas Way

Office Hours are Monday to Friday, 8:00 AM to 4:00 PM

Closed for Lunch from, 12:00 PM to 1:00 PM

Any late submissions or submissions without the **TteS Job Application Form** will **NOT** be considered.