



# *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: Tenant Relations Officer**

**Department:** Housing Department

**Supervisor:** Housing Department Manager

**Terms:** Full-Time – Maternity Backfill

**Job Reference#:** 2019-086

**NATURE & SCOPE OF WORK:**

The purpose of this position is to improve tenant relations between the tenants of the Tk'emlúps te Secwépemc (TteS) social housing units/rental units and the TteS Housing Department. Additionally, the Tenant Relations Officer is to maintain property management best practices and to provide for day-to-day leadership as a representative of the TteS social housing program(s) and as a representative of the TteS Housing Department.

**DUTIES AND RESPONSIBILITIES:**

- Coordinates the day-to-day tenant relations and associated activities for the TteS social housing units and ensures they are aligned with the Tk'emlúps te Secwépemc values
- Act as a liaison between the Tenants, external stakeholders (i.e. rental applicants) or other community resources when requested
- Works with Accounting Department to facilitate rent, billings and collections (bad debts/arrears)
- Completes work order for approval and manages rental units
- Maintains all files, lists, reports and manuals including computerized systems
- Registers and compiles monthly rent invoices for tenants and forwards to Administration File Clerk for mailout
- Assist other TteS departments in carrying out their duties and functions for authorized work to be done on the units or surrounding property that may be performed from time to time
- Perform minor outdoor day-to-day maintenance when requested by the Housing Manager
- Keep proper records of each tenant and provide information to the TteS Housing Department on a weekly basis
- Encourage Tenants to participate in community activities and Tenant meetings/Committee
- Respond to all TteS social housing clients and all prospective applicants by referring them to the appropriate TteS department and/or authority
- Assist with Tenant Selection and the Eviction process when requested
- Assist the Housing Manager in informing Tenants of new or changes to any Tenant Policies and Responsibilities
- Maintain copies of the TteS Housing newsletter, published quarterly, provide copies to Tenants upon request
- Provide notices to the tenants of new policies, home maintenance tips and other information that may be required to be sent by the Housing Department from time to time
- Assists in coordinating and encourages participation in tenant workshops, including basic home maintenance
- Maintain a co-operative relationship with all community resources/agencies, landlords, and other Housing Societies/Groups
- Ensure the Tenant understands the guidelines in the Tenant Agreement
- Assist with unit inspections quarterly during probationary periods and at move-in and move out time

- Respond to Tenant complaints or concerns when requested by the Housing Manager
- Be available to respond to emergency situations regarding Tenants
- Refer the TteS social housing clients to the appropriate authority or contractor upon notification of a social housing related problem
- Assist with rent collection and reception duties when requested by the Housing Manager
- Performs all duties and responsibilities in accordance with the TteS policies, standards, and procedures
- Maintains confidentiality on all matters relating to the affairs of the TteS
- 5% other related duties as necessary

**POSITION QUALIFICATIONS:**

**Education / Training / Certification:**

- First Nation Housing Training Certificate and 1-year experience managing residential properties or an equivalent education and experience
- Must possess a valid class 5 BC Driver’s License

**Experience:**

- Prefer experience with Residential Tenancy Act

**Qualifications, Knowledge and other Skills:**

- Strong organizing and planning with ability to communicate effectively using tact and diplomacy
- Demonstrated ability to successfully establish and maintain respectful and productive working relationships
- Proven experience to resolve conflicts and use good problem solving and judgement skills
- Ability to organize work, set priorities, and provide great client service
- Strong knowledge of TteS’s programs and services
- Knowledge of Canada Mortgage & Housing, and Indian and Northern Affairs Canada housing programs
- Excellent computer skills including use of Word processing, spread sheet and data base management programs
- Ability to work in a cross-cultural setting
- Knowledge and experience with Accounting program Sage
- Strong ethics and ability to strictly adhere to confidentiality policy
- Ability to calculate rent using formula and following TteS policy
- Willing to continuously upgrade skills and knowledge, and to further formal training
- Must possess a reliable insured vehicle and Class 5 drivers’ licence

**Hours of Work:** Normal day shift – 7 hours per day. Non – normal shift may be required

**Pay Grade:** As per current salary grid

Tk’emlúps te Secwépemc thanks all applicants for their interest, however, only those selected for an interview will be contacted.

In accordance with Section 16(1) of the *Canadian Human Rights Act* and pursuant to Section 42 of the BC Human Rights code, it is TteS Policy to practice preferential hiring for Aboriginal peoples. Candidates who wish to qualify for preferential consideration must self-identify.

**Deadline for the Job posting is November 22, 2019 to be received by 2:00 PM**

**Submit Job Application Form, cover letter, resume, and references**

**online:** <https://tkemlups.ca/job-application-form/>, **by fax:** 250.828.9847,

**or in person, at our Human Resources office #200 – 330 Chief Alex Thomas Way.**

**Office Hours are Monday to Friday 8:00 a.m. to 4:00 p.m. &**

**closed for lunch from 12:00pm to 1:00pm**

We require each applicant to fill out  
an online <https://tkemlups.ca/job-application-form/>

**Any late submissions or submissions without the job application form will not be considered.**