



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 Division
SUPERVISOR: Housing Manager
TERMS: Full Time
REFERENCE #: 2020 - 054

PURPOSE OF POSITION:

The purpose of this position is to interact with TteS tenants for rental information and records as well as provide opportunities and services to tenants as appropriate.

DUTIES AND RESPONSIBILITIES:

1. Coordinates the day-to-day tenant relations and associated activities for the TteS social housing units and ensures they are aligned with the TteS values. (95%)

- Act as a liaison between the Tenants, external stakeholders (i.e. rental applicants) or other community resources.
- Advise tenants on options and expectations concerning conflict resolution, breaches of tenancy agreement and other tenancy related issues
- Works with Finance department to facilitate rent billing, rent collection and internal credit checks
- Maintains files, lists, reports both hard copy and computer database – Rent Manager
- Collaborate with the Maintenance Officer, Renovation Coordinator, and other Housing Team members to coordinate repairs, renovations, and preventative maintenance for TteS Administered Homes.
- Contacts tenants to gather and verify information to establish suitable payment arrangements of rent
- Meet with tenants, where required, to ensure accuracy of their statements.
- 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.
- 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.
- 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.
- Review Tenants monthly statements of balance owing
- Inform Tenants when they have arrears
- Review monthly arrears balances with Collections Officer.
- Maintains confidentiality on all matters relating to the affairs of the TteS.
- Performs all duties and responsibilities in accordance with the TteS policies, standards, and procedures.

2. 5% Other related duties, as necessary.

QUALIFICATIONS, KNOWLEDGE AND OTHER SKILLS:

Professional Certification, Education and Experience

- First Nation Housing Training Certificate and/or 1-year experience managing residential properties or an equivalent education and experience.
- Prefer experience with Residential Tenancy Act.
- Must possess a valid class 5 BC Drivers Licence.
- Must possess a reliable insured vehicle.

Skills and Abilities

- Previous experience using Rent Manager software considered an asset.
- Strong organizing, planning, and coordinating skills.
- Ability to communicate effectively using tact and diplomacy.
- Demonstrated ability to successfully establish and maintain respectful, productive, and cooperative 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 programs and services.
- Knowledge of Residential Tenancy Act, Canada Mortgage & Housing and Indian and Northern Affairs Canada housing programs.
- Must have good computer skills including use of word processing, spread sheet and data base management programs.
- Ability to work in a cross-cultural setting.
- Strong ethics and knowledge of confidentiality.
- Ability to calculate rent using strong mathematical skills.

- Flexible, committed, and enthusiastic.
- It is expected that all TteS employees be willing to continuously upgrade their skills and knowledge, and to further their formal training.

HOURS OF WORK: Normal Day shifts – 7 hours. Non-normal shifts maybe required.

PAY GRADE: As per current TteS wage 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 September 29, 2020 by 2:00pm

**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 application form which can be found at: <https://tkemlups.ca/job-application-form/>

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