

Tenant Relations Officer

Locations: Edmonton

Position Status: Full Time (37.5 hrs. per week)

THE ORGANIZATION

Métis Capital Housing Corporation (MUHC) was *incorporated in 1982* to provide *affordable, adequate and suitable* housing to low and moderate income Aboriginal families in Alberta. Together with Métis Urban Housing, we currently have 900 units in 14 *urban centres* throughout Alberta. Métis Housing employs over 80 full and part time staff; together we oversee tenant relations and property management needs for thousands of tenants. Unlike any other subsidized property management company in Canada, we cover the entire province of Alberta and are the *largest Section 95 Indigenous housing provider in Canada*. MCHC is an affiliate of the Métis Nation of Alberta.

For more information about Métis Capital Housing and it's sister organization Métis Urban Housing, visit our website at www.metishousing.ca

THE OPPORTUNITY

The Tenant Relations Officer maintains effective relationships between tenants and Métis Housing and ensures all tenants are accommodated according to the Alberta Residential Tenancies Act guidelines.

KEY RESPONSIBILITIES

Tent Relations

- Facilitate tenant move-ins/move-outs.
- Conduct quarterly home visits, notify maintenance of issues, and record data in the database or inform tenants of any violations and damages.
- Educate tenants on proper home maintenance and care.
- Collect damage deposits and first-month rents.
- Determine tenants' base and monthly rent, adjusting as necessary based on income changes.
- Process lease renewals, ensuring all paperwork is accurately completed and filed in the PTM database.
- Clarify lease terms and responsibilities according to the Residential Tenancy Act (RTA) and site regulations.
- Investigate and address tenant complaints promptly and effectively.
- Coordinate with external organizations regarding tenant concerns.
- Identify and address tenant-caused damages including cost recover processes.
- Manage the refund for damage deposits.
- Address tenant inquires promptly to maintain satisfaction with management.
- Ensure timely distribution of company or community notices.
- Enforce company policies consistently.
- Participate in and prepare for Residential Tenancy Dispute Resolution Service (RTDRS) hearings.
- Cultivate positive relationships with tenants and prospective applicants.

Administrative

- Adhere to company procedures and systems for efficient workflow.
- Maintain accurate and complete tenant records.
- Verify the accuracy and completeness of the PTM database for assigned tenant portfolios.
- Ensure all administrative documentation is accurate, complete, and submitted promptly.
- Respond promptly to emergencies, following company guidelines to mitigate liabilities such as criminal activity, injuries, fires, floods, or other incidents.

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QUALIFICATIONS

Education

- Post-secondary education or a diploma in Business or Finance is required.
- Minimum of 2 years related experience and/or equivalent combination of education and relevant work experience.

Professional designation

- None

Knowledge, skills and abilities

- An understanding and knowledge of public social housing programs.
- Cross cultural sensitivity and awareness.
- Knowledge of the Alberta Residential Tenancy Act.
- Proficiency in the use of computer programs such as MS Office (Word, Excel, PowerPoint), MS Outlook and the internet.
- Proficiency in the use of office equipment such as computers, voice mail, fax, scanner and photo copier.
- Basic accounting skills involving numerical accuracy.

WORKING CONDITIONS

- Works in an office environment, usually a standard work week, some overtime and travel may be required.
- The individual in this role frequently encounters pressure when assisting tenants and their families who may be encountering difficulties and obstacles.

WHAT WE HAVE TO OFFER YOU

- The opportunity to work with a non-profit Indigenous organization.
- Helping to make a difference in the lives of Métis citizens.
- A comprehensive benefits plan including: life insurance, disability, health and dental.
- Generous vacation time
- Personal time off days
- Employer matching RRSP
- Personal development
- Competitive compensation

HOW TO APPLY

Applicants should send a resumé and cover letter outlining how they meet the specific requirements of the position by email to: hr@metiscapital.ca or by Fax: 587-855-6470. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.