

**Tenant Relations Officer—Métis Urban Housing Corporation**

**Locations:** Edmonton

**Positions :** 1

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

**THE ORGANIZATION**

Métis Urban Housing Corporation (MUHC), an affiliate of the Métis Nation of Alberta, was **incorporated in 1982** to provide **subsidized, adequate and suitable** housing to low and moderate income Indigenous families in Alberta. We currently have 507 units in 14 **urban centres** funded by the Federal Government through Alberta Seniors and Housing. MUHC employs over 40 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 offer housing across the province of Alberta and are the **largest Indigenous housing provider in Alberta**.

The Tenant Relations Officer is responsible for maintaining effective relationships between tenants and Métis Housing and ensuring all tenants are accommodated according to the Alberta Residential Tenancies Act guidelines.

For more information about Métis Urban Housing and it's sister organization Métis Capital Housing Corporation (MCHC), visit our website at [metishousing.ca](http://metishousing.ca)

**THE OPPORTUNITY**

As the Tenant Relations Officer with MUHC, you will perform a variety of skills to support tenants and foster a positive relationship between the organization and the tenant.

**KEY RESPONSIBILITIES**

Working under the supervision of the North or South Region Housing Manager, the TRO will perform the following job duties, including but not limited to:

- Process tenant move-ins/move-outs.
- Complete quarterly home visits, inform maintenance of deficiencies, enter information into the database or advise tenants of violations and damages.
- Educate tenants on the necessary maintenance and care of their homes.
- Coordinate with the Housing Resource Worker to resolve barriers and challenges faced by the tenants.
- Collect damage deposits and first-month rents.
- Calculate tenants' base and monthly rent, including ongoing rent changes as per the family income.
- Process lease renewal documents. Confirm all leases and corresponding paperwork are completed and recorded in PTM accurately and on a timely basis.
- Explain lease agreements, tenant and landlord responsibilities in line with RTA and site rules.
- Investigate and respond to complaints made by or about tenants and take corrective action as required.
- Liaise with other organizations about tenant issues and concerns.
- Identify tenant damage, complete the process to recover costs
- Complete damage deposit refund statements.
- Deal with tenant concerns and requests on a timely basis to ensure tenantsatisfaction with management.
- Ensure the distribution of all company or community-issued notices.
- Consistently implement policies of the company.
- Participates and prepares for RTDR hearing processes.
- Develop and maintain a positive relationship with Tenants and Applicants.

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**QUALIFICATIONS**

***Education***

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

***Professional designation***

- None

***Knowledge, skills, and abilities***

- A basic understanding of public social housing programs.
- Cross-cultural sensitivity and awareness and either have, or quickly develop an understanding of the community and local families and a local, regional, and provincial awareness.
- The ability to quickly develop a knowledge of the Metis Housing policies, programs and understanding of the procedures involved with all aspects of tenant relations.
- Knowledge of the Alberta Residential Tenancy Act.
- Proficiency in using 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.

**WORKING CONDITIONS**

- Works in an office environment, usually a standard work week, with some overtime
- Must own a vehicle to travel within Edmonton.
- The incumbent is regularly faced with pressure from dealing with tenants and family members who may be angry and difficult to work with in emergencies or crises.
- Home visits may include some lifting and being in awkward positions.
- The incumbent will spend a significant portion of time using a computer, which can lead to muscle fatigue.

**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 and other Indigenous peoples .
- 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](mailto:hr@metiscapital.ca) or by Fax: 587-855-6470. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.