



JOB DESCRIPTION

HOUSING COORDINATOR

THE ORGANIZATION

Greater Victoria Housing Society is a registered charity and non-profit organization dedicated to providing affordable rental housing for low to moderate income households.

PURPOSE OF THE POSITION

Reporting to the Manager of Tenant Relations, the Housing Coordinator is a primary customer service agent for the Society. The Housing Coordinator administers financial and written agreements with tenants, financial institutions, BC Housing and the Provincial Ministry responsible for income assistance. The Housing Coordinator maximizes the occupancy rate of suites by actively recruiting, screening and approving new tenants for the properties and ensures that funding agencies and the relevant Society departments receive accurate and timely information about the status of tenants.

DUTIES AND RESPONSIBILITIES

- Draw from the lists of available applicants on the BC Housing Registry and determines their specific needs and the potential for suitable accommodation within the array of available suites.
- Use appropriate methods to advertise and fill vacancies in both subsidized and non-subsidized units.
- Ensure prospective tenants will be compatible with the existing population and environment of the communities by conducting reference and background checks.
- Consult with Operations staff with respect to timing of suite turnovers and availability of units to rent and arranges for potential tenants to view the properties and amenities.
- Assist tenants with the completion of housing subsidy applications.
- Select tenants, establish rent, execute tenancy agreements and orient new tenants to the Society's policies and procedures.
- Advise the Finance Department when there are interim changes to rent based on changing circumstances of those living in Society Housing.
- Liaise with BC Housing Registry.
- Manage and update the tenant database and inform Operations staff of accommodation changes as required.
- Liaise with vacating tenants on unit turnovers.
- Annually review subsidized tenants' incomes and rents and communicate the outcome of this review with tenants, the Finance Department and funding agency.
- Inform tenants in non-subsidized units of rent and fee increases and inform the Finance Department of the amounts and date of implementation.

- Maintain complete, accurate files and supporting documents for each tenancy, as well as all subsequent data entry related to rent subsidy applications.
- Promote the services and facilities of the society with other community organizations.
- Implement “Tenant Welcome” initiatives and other programs as directed by the Manager of Tenant Relations.
- Perform backup reception and other related duties as required.

CORE COMPETENCIES

KNOWLEDGE, SKILLS AND ABILITIES

- General practical knowledge of office administration procedures and processes with excellent attention to detail.
- Skill in using office computer programs Outlook, Word and Excel.
- Good interpersonal skills and good written and verbal communication skills.
- Familiarity with methods of advertising vacant units.
- Knowledge of fixed income sources, policies and rules in B.C.
- Ability to assess the housing needs of those who are often difficult to house.
- Ability to conduct sensitive reviews of people and their background to determine suitability.
- Ability to collect, record and confirm the accuracy of personal details involving income, expenditures and subsidies.
- Ability to apply the terms of the Society’s Tenancy Agreements and Personal Information and Privacy Policy.
- Ability to co-operate with other agencies supporting our applicants and tenants.
- Ability to understand multiple housing program policies and rules.
- Ability to handle a number of different issues at one time.
- Ability to deal on a regular basis with a very diverse population who are frequently under stress, via telephone or in person.
- Ability to provide excellent customer service by demonstrating diplomacy, tact, patience and confidentiality in order to help clients.

EDUCATION AND EXPERIENCE

- High school graduation or equivalent.
- Five years of clerical/administrative experience including two years in a property management office or a social service agency.

WORKING CONDITIONS

- Union Membership: CUPE Local 1978
- Hours of Work as provided in the Collective Agreement.
- Submit to Criminal Record check.

- Valid BC driver's licence (Class 5)
- Required to use own vehicle
- Office environment – Business Casual Dress Code