Tenant Relations Coordinator

Closing date: January 7, 2022
URL: https://successbc.ca/jobs/12249-tenant-relations-coordinator/

<table>
<thead>
<tr>
<th>Job Type</th>
<th>Permanent Full-Time</th>
<th>Code</th>
<th>12249</th>
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</thead>
<tbody>
<tr>
<td>Salary</td>
<td>$25.00</td>
<td>Hours</td>
<td>35 hours per week</td>
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<tr>
<td>Job Number</td>
<td>12249</td>
<td>Location</td>
<td>Vancouver</td>
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<tr>
<td>Reports To</td>
<td>Housing Manager</td>
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Division: Housing Department

Program: Riverwalk / Storeys / REMY / Keefer

Number of Positions: 2

About the Position:

The Tenant Relations Coordinator is responsible for coordinating tenant relations and housing services through oversight, provision, development and action on areas such as tenant administration, connecting residents to internal S.U.C.C.E.S.S. services or externally in the community, and supporting tenants’ experiencing difficulties with rent/utilities payment and/or processes. This position also provides support to all housing sites and functions as the representative in matters of resident relations at the RTB. The Tenant Relations Coordinator is included in the emergency after-hours team.

Reports to: Housing Manager

Key Duties & Responsibilities:

- Supports the Mission, Vision and Values of the organization by interpreting and championing these with other staff and for the tenants
- Provides input and supports the department’s strategic planning
- Participates in the Continuous Quality Improvement and Risk Management activities of the department
• Responds to tenant enquiries, complaints and emergencies
• Acts as a representative for the organization in liaison with internal and external groups
• Coordinates with stakeholders to facilitate the provision of a wide range of tenant support referral services/programming
• Coordinates and monitors formation of tenant council(s)/committee(s), facilitates meetings, and attends as the staff representative
• Coordinates the tenant selection and waitlist process across the department
• Supports housing sites on recruitment and interview of prospective tenants, shows of vacant suites and explanation of rules and regulations
• Prepares tenancy agreements and other related documents
• Coordinates market rental units to ensure they are occupied and rents are maintained at comparable market levels
• Leads the annual rent review process at sites that are not regulated under the BC Housing rent review process
• Maintains the tenancy agreement forms and addendums, including revisions as needed due to changes in the Residential Tenancy Act (RTA) for:
  o Market tenants
  o Income assistance tenants
  o RGI (Rent Geared to Income) income tested tenants
  o Tenants with rent subsidies (e.g. SAFER)
  o Addendums related to other aspects of tenancy (e.g. pets, parking, smoking, etc.)
• Fosters an online presence and online application process which reflects the objectives of the department with a commitment to a sustainable independent community
• Collaborates with maintenance staff on:
  o administration of tenant move-in and move-out processes
  o safety and direct fire drills – implements, maintains, and revises fire drill program for tenants
  o maintenance job orders and repair arrangements for specific tenants – follows up on outstanding work orders
  o opening and closing of annual seasonal tenant events, such as tenant-led gardens and seasonal celebrations in a non-denominational setting
  o annual unit inspections
  o compliance and feedback processes with tenants
  o communication with difficult tenants
• Manages, handles, and stores tenant files consistent with the legislative requirements of the Residential Tenancy Act (RTA), Personal Information Protection Act (PIPA) and internal organizational privacy/data usage policy
• Conducts periodic audits of tenant files to ensure consistency and upkeep of standards
• Coordinates client service feedback, including:
  o receiving feedback from tenants and responding or referring issues/concerns
  o coordinating the formal tenant complaint process and mediate according to organizational and RTA policy and procedures
  o resolving tenant-to-tenant issues through the use of problem-solving techniques
  o corresponding with tenants such as serving notices
  o completing incidents and other reports
  o assisting in drafting and delivering notices to tenants as required
  o applying for Dispute Resolution and representing the organization at the RTB
• Identifies the needs of various groups within the tenant population by using a variety of methods that may include needs assessment surveys, focus groups or meetings
• Communicates internal or external programs to tenants via notices and monthly events (e.g. calendar or electronic newsletters)
• Identifies tenants/families who may need further individual assessment and support and acts on all routine and emergency referrals as needed
• Assures that team members are consequently informed and trained on the most up-to-date processes of tenant-related policies and procedures
• Assists in collecting rental or utility payments for difficult or specific need tenants
• Performs documentation processes in YARDI software
• Supports the process in collecting late payments or provision of payment plans for rent and energy payments
• Supports the following administrative procedures:
  o receiving rent payments and preparing deposits
  o answering phone calls and front desk reception duties
  o messaging for specific sites with energy use/billing systems
• Inputs on month-end or year-end packages for Finance for budget
• Performs other related duties as assigned by the Housing Manager

Qualifications & Experience:

• Post-secondary certification in Social Services, Social Work, Social Sciences and/or mediation
• Post-secondary education in Real Estate is an asset
S.U.C.C.E.S.S.

- Experience working with marginalized populations
- Experience working in customer relations, preferably housing and tenant relations
- Experience in building systems and tenant management
- Experience in networking to collaborate with community service providers
- Experience in program developing and access services for tenants is an asset
- Knowledge of the Residential Tenancy Act and other related legislations and regulations
- Knowledge of YARDI is an asset
- Knowledge of BC Housing Management Commission housing programs

Job Skills & Abilities:

- Excellent communication and problem-solving skills to handle tenant complaints and difficult conflict situations
- Excellent verbal and written communication skills
- Excellent interpersonal skills
- Excellent conflict resolution skills
- Excellent time management and organizational skills
- Excellent documentation and letter composition skills
- Excellent MS Office suite skills
- Ability to establish and maintain professional relationship with tenants, staff and visitors
- Ability to work under pressure and stay calm on stressful situations
- Ability to handle and manage private and confidential information
- Ability to prevent and respond to problems on a timely manner
- Ability to work independently and part of a team

Other Requirements:

- Criminal Record Check Required
- Able to respond to emergencies after office hours
- Able to travel to multiple housing sites within Greater Vancouver

S.U.C.C.E.S.S. embraces diversity and encourages all qualified applicants to apply. Interested candidates please apply by emailing your application including the following e-mail subject line “Tenant Relations Coordinator” by 5:00pm January 7, 2022 and submitting resumes to: dominic.fung@success.bc.ca
While we appreciate all applications, only those selected for an interview will be contacted.