
Resident Services Coordinator - Job Description

General job information

Division:	Operations	Job Number:	OP-08
Job Title:	Resident Services Coordinator		
Department:	Resident Services	Reports to:	Senior / Resident Services Manager
Supervisory:	No	Pay Grade/Band:	AG10

Job Summary

Reporting to the Senior / Resident Services Manager, the Resident Services Coordinator (RSC) provides comprehensive administrative and operational support essential for the effective management of Peterborough Housing Corporations (PHC) housing portfolio. Serving as the key point of contact for residents, community partners, and internal staff, the RSC collaborates closely with the Senior / Resident Services Manager to assess resident needs, coordinate appropriate services, and facilitate timely referrals to internal resources or external community agencies. In addition to administrative duties, the RSC is responsible for ensuring compliance with organizational policies and relevant legislation.

Main Responsibilities

Actively support, promote, and assist in implementing PHC's mission to provide and maintain quality, affordable housing in a safe, healthy, and secure community environment.

- Assess applications, prioritize, and designate status of internal applicants (i.e., special priority, over and under housed, urgent, and other categories) and contacting applicants to clarify or provide further documentation to assess further eligibility prior to offers.
- Identify over housed residents and provide them with notices and information regarding their obligation to apply to Housing Access Peterborough.
- Notify Housing Access Peterborough of former tenant arrears, misrepresentation, over housed households, ineligibility and move ins.
- Review the applicant's package for housing, assess eligibility prior to finalizing offer.

- Provide administrative support to the RSM in the delivery of departmental services and clerical support to team members, i.e., processing Landlord Tenant Board submissions and/or orders.
- As part of the integrated Resident Services Team, creatively market vacant units to minimize vacancy loss.
- Identify over housed residents and provide them with notices and information regarding their obligation to apply to Housing Access Peterborough.
- Perform rent collection procedures, monitoring arrears, payment agreement and mediated agreements and begin legal process i.e., issuing of N4's, follow up on Landlord and Tenant Board orders, etc.
- Perform RGI assessments in accordance with the appropriate legislation, policies and procedures and advise residents. Includes verifying continued eligibility, issuing Notices of Decision, and advising of appeals process.
- Perform leasing duties including preparing and signing of leases, set-up appointment, including first rent calculation, assembling move-in package, arranging elevator service and meeting with clients to complete move in.
- Coordinate tenant legal process including initiating termination notices for tenant arrears, suspected fraud, persistent late or defaulted agreements and any breaches of *Residential Tenancy Act*.
- Provide direct support in the preparation of files for the Landlord and Tenant Board Tribunal cases.
- Track and control lease renewal functions, annual reviews and information updates utilizing Data Management Systems. Apply and process annual market rent increases to all housing types.
- Prepare and maintain a monthly resident change systems log, vacancy reports.
- Update and maintain all information for input to resident records (i.e. contacts, household composition), wait lists for parking, storage etc.
- Upon Receipt of notice of move out from the resident; prepare notice of moveout confirmation and issue to tenant; update Data Management System and balance resident ledger upon moveout. Notify and liaise appropriately with other department staff to support the move-out process.
- Prepares correspondence, reports, forms, etc. including 24-hour access letters, move out acknowledgements, confirmation of tenancy, electronic resident memos.
- Respond and resolve inquiries on a wide range of tenancy matters including, but not limited to, rental accounts, parking, legal matters, transfers, rent calculations and appeals.
- Draft and distribute resident and community communications as required.
- Recognize and refer situations that require intervention to the appropriate staff members or external Community Agencies and/or resources for follow-up
- Follow all necessary health and safety requirements to ensure safety of self and others.

- Other duties as required.

Required Qualifications

1. Knowledge

- Minimum 2-year College Diploma in Office / Business Administration, or Social Services.
- Knowledge of Housing Services Act and property management (resident rent increases and rent calculations), and tenant placement (understand client's eligibility and assessment of priority).
- Knowledge of the different housing portfolios of the participating housing providers an asset.
- Working knowledge of the Freedom of Information and Privacy Act, Eviction Prevention Policy, Human Rights Code is required to deal efficiently with residents.
- Knowledge of social programs such as Canada Pension Fund, Ontario Assistance Program, Ontario Works, as well as investment vehicles such as RRSPs, annuities and stocks are required to confirm clients' income information and ensure accurate rent calculations.
- Working knowledge of financial and client database systems in a computerized environment
- Accurate keyboarding skills with the ability to key large volumes of data into various computer systems quickly and accurately and the ability to learn new applications.
- Proficient knowledge of networked PCs and related software (i.e., Data Management Systems Microsoft Office, Rent Cafe) to create and update numerous reports and records on a regular basis.
- Completion of the Simplified world of Rent Geared to Income course through ONPHA is an asset. Requirement to successfully complete the course within the first six (6) months of employment.

2. Experience

- Minimum 4 years related experience with knowledge of Housing Services Act and the Residential Tenancies Act.
- Previous related administrative support experience.
- Excellent communication and interpersonal skills to deal effectively with residents, housing providers, community partners and other staff members, experience working with a variety of people from diverse ethnic, age and income groups.
- Demonstrated ability to work on various files/projects simultaneously, while maintaining accuracy; must be able to organize, prioritize and manage a

heavy and constant workload.

- Excellent analytical and mathematical skills to perform proper rental calculations
- Ability to recognize situations that require intervention and refer to the appropriate staff/ agency for follow up.

3. Judgment

- Ability to work with diverse group of residents, remaining patient and calm during potential hostile interactions.
- Work independently to solve daily problems with minimal supervisor consultation, using knowledge of policy/procedures, legislation, and regulations.
- Maintain open communication with supervisor for any potential assistance.
- Use sound judgment when designating applications, selecting residents and considering alternatives for residents that might be available.
- Ability to discretely handle confidential information, using sensitive information in order to calculate rent and rent adjustments (income, family composition).
- Exercise discretion when prioritizing resident requests, complaints, or emergencies, assessing situations to determine urgency and appropriate escalation.
- Demonstrate sound judgment in recognizing potentially serious resident issues, referring complex or sensitive matters promptly to management or relevant authorities. Evaluate documentation accurately when processing housing applications, rent adjustments, and transfers, ensuring decisions align with policies.

4. Concentration

- Sitting at computer workstation.
- Frequent telephone calls and interruptions.
- Ability to input data and notes accurately into Data Management Systems in an efficient manner.
- Accurately perform complex mathematical calculations.

5. Physical Activity

- Frequent sitting.
- Majority of day spent at workstation.

6. Dexterity

- Eye-hand coordination.
- Coordination and agility while performing duties.

- Frequent typing and sitting at computer workstation.

7. Accountability

- Responsible for the accuracy of rent calculations, ensuring appropriate tenant placement, the handling of tenancy issues and remedies.
- Provide detailed explanations of policy and procedural practices to residents.
- Accountable for maintaining applicant / resident files, reports, month-end statistics, and other documentation as required.
- Appropriate placement of residents in compliance with policies, regulations, and eligibility criteria to support sustainable tenancies and harmonious community living environments.
- Properly follow the Freedom of Protection and Right to Privacy Act in order to maintain the confidentiality of our residents and protect the integrity of PHC's image

8. Safety of Others

- Some responsibility for ensuring the safety of others, including communal workspace is maintained in a safe manner.

9. Leadership of Others

- No direct supervision of individuals but relied upon to provide support to individuals to efficiently perform their job duties.
- Work with other Resident Services Coordinators and Resident Services Assistants to help with inquiries from residents and public.
- Work with Resident Services Assistants for smooth transition of work tasks.
- Work with other PHC staff in the coordination and sharing of information to facilitate resolution of resident issues, maintenance concerns, and administrative processes.
- Schedule and coordinate work with staff for viewings.

10. Contacts

- Internally exchanges information with staff/colleagues.
- Externally exchanges information with applicants, residents, social services agencies, property management companies, general public.

11. Environmental Hazards

- Regular office environment interruptions and noise.

Working Conditions

The standard work schedule for this position is 35 hours per week, with core hours between 8:30 a.m. and 4:30 p.m., Monday through Friday. This role is primarily based in a climate-controlled office environment. Travel to various PHC properties may be necessary requiring the employee to have a valid driver's license, insurance and access to a reliable vehicle. On occasion, with adequate notice, there may be requests to work outside the standard work schedule. The position involves prolonged periods of visual and mental focus, requiring sustained concentration.

Confidentiality

All employees are required to sign and abide by Employee Confidentiality and Code of Conduct and Ethics Values.

Accommodation

Accommodation requests will be reviewed on an individual basis in compliance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) and any other Federal or Provincial legislation.

Disclaimer

The statements contained in this job description reflect the general details necessary to describe the principal functions of this position, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.