

Resident Services Coordinator
Posting Number: 20-2025
Posting Date: October 23, 2025

Organizational Overview

Peterborough Housing Corporation (PHC) is the largest provider of community housing in the City and County of Peterborough, serving more than 4,000 residents. We offer rent-geared-to-income and affordable housing options that support seniors, families, and individuals, helping to build stronger, more inclusive communities. As a community-based organization, PHC plays a vital role in ensuring residents have access to safe, stable, and affordable homes. Our work goes beyond housing, we are focused on fostering tenant well-being, building partnerships across the community, and contributing to broader solutions that address the region's housing challenges.

Position Summary

Reporting to the 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 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

Tenant applications - 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. Perform Rent Geared to Income 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.

Tenancy support - 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.

Administrative support - Provide administrative support to the Resident Services Manager in the delivery of departmental services and clerical support to team members, i.e., processing Landlord Tenant Board submissions and/or orders. 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.

Marketing - As part of the integrated Resident Services Team, creatively market vacant units to minimize vacancy loss.

Financial - 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.

Unit Turnover - 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.

Required Qualifications and Experience:

- Minimum 2-year College Diploma in Office / Business Administration, or Social Services.
 - Minimum 4 years related experience with knowledge of Housing Services Act and the Residential Tenancies Act.
 - 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 databased 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.
 - 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.
-

- 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.
- Preferred - 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.
- Requires a valid driver's license and use of own vehicle to fulfil the duties of the position as required.
- Satisfactory Police Check including Vulnerable Sector Screening.

Application Information

Classification:	Union – CUPE Local 504.02	Competition Number:	20-2025
Hourly Rate Range:	\$29.87 to 34.41 per hour		
Starting Hourly Rate:	\$29.87 per hour		
Employment Status:	Permanent, Full-time - 35 hours per week		
Location:	PHC Administration Office, 526 McDonnell Street, Peterborough		

Qualified applicants are invited to submit one file containing a résumé and cover letter quoting file number **20-2025 no later than 4:00 p.m. November 6, 2025**, to PHC_HR@ptbohousingcorp.ca.

In accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, Peterborough Housing Corporation will work collaboratively and respectfully with you in all stages of the recruitment process and throughout your employment. If you require accommodation at any stage of the hiring process, please advise Human Resources.

The personal information submitted for employment is collected under the Freedom of Information and Protection of Privacy Act and will be used to determine eligibility for employment. We thank you for your application but advise that only those selected for an interview will be contacted.