

# Hagwilget Village Council

## Job Description: Housing Coordinator – Full – time Permanent

### **Job Summary:**

Working as a part of Hagwilget Village Council (HVC) Team to provide housing service for all tenants and deal with general enquiries on a wide range of housing related issues and involves making agreements and arrangements in respect of tenant's accounts.

### **Responsibilities & Duties:**

1. Coordinate communication correspondence from tenants in respect of their rent accounts via telephone or in person.
2. Scanning, filing and e-filing statements, invoices and documents.
3. Maintain tenants former and current rent accounts, setting up agreements and arrangements to clear arrears.
4. Monitor tenant rent accounts on a weekly basis taking appropriate recovery where accounts are in arrears, in consultation with Housing Manager, Finance Manager and Executive Director.
5. Provide administrative back up to HVC Team, inputting data on to computerized systems.
6. Track and collect rent payments, as well as security deposits, and follow-up and address late payments and assistance in Eviction delivery.
7. Assist in the process of acquiring tenants by marketing available units, accepting and reviewing applications, and preparing & tracking rental agreements.
8. Coordinate move-in and move-out dates, including unit inspections and related paperwork.
9. Ensure that the HVC's housing policies and by-laws are consistently implemented and enforced.
10. Work with tenants to resolve housing concerns and complaints and maintain a record of issues addressed.
11. Maintain a record of required housing maintenance and asses and prioritize work to be assigned to repair and maintenance staff.
12. Deal with enquires in the absence of the Housing Manager and cover responsibilities to the best of your ability/capacity during periods of absence.
13. Undertake any other duties which may be reasonably assigned to you by the Executive Director, or Financial Manager.
14. Must have valid BC class 5/7 drivers' licence and a reliable vehicle.

*The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be exhaustive list of all responsibilities and activities required of the position.*

### **Qualifications & Skills:**

- High School Diploma
- Experience in an office setting
- Working in a housing department is an asset
- Knowledge:
  - Computer software knowledge such as Microsoft office
- Skills and abilities:
  - Verbal and written communication skills. Time management, interpersonal skills, establish priorities, conflict resolution
- Attributes:
  - Problem solver, professional conduct, tactful and respectful, diplomacy, customer-oriented, critical thinking, attention to detail

Deadline to apply is: June 23 2022 by 2:00pm

Submit your resume and cover letter to:

Email: [records@hagwilget.com](mailto:records@hagwilget.com)

Or by Fax: 250-842-6924

Or drop by at the office in a sealed envelop at the Hagwilget Village Council of Lot 6 Highway 62