

# Hagwilget Village Council

## **Job Description: Housing Clerk - Full-time Permanent**

### ***Job Summary:***

Working as a part of the Hagwilget Village Council (HVC) Team to provide housing services 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 tenants' 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 the 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 and tracking rental agreements.
8. Coordinate move-in and move-out dates, including unit inspections and related paperwork.
9. Ensure that the HVC's housing polices 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 of required housing maintenance and assess and prioritize work to be assigned to the 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 a valid BC class 5/7 drivers license and a reliable vehicle.

**the above statements are intended to be describe the general nature and level of work being performed by the incumbent of this job. they are not intended to be an 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:
1. Computer software knowledge such as Microsoft office

- **Skills & abilities:**

1. Verbal and written communication skills, time management, interpersonal skills, establish priorities, conflict resolution

- **Attributes:**

1. Problem solver, professional conduct, tactful and respectful, diplomacy, customer-oriented, critical thinking, attention to detail

*Deadline to apply is: March 18 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 at the office in a sealed envelope at the Hagwilget Village Council of at Lot 6 Highway 62*