



THE CORPORATION OF THE COUNTY OF WELLINGTON

Social Services Department
Housing Services Division

Requires a

12 Month Temporary Property Services Officer

This position reports directly to the Community Property Services Manager and is responsible for providing property services administration and support for applicants and tenants of the Housing Services Division.

The minimum qualifications for this position include:

- High school graduation, plus an additional programme of over one year in property management, business administration, accounting, social services or related field.
- Over one year related experience in property management, business administration and human services.
- Experience with accounting procedures and excellent mathematical skills.
- Knowledge of the Housing Services Act and Regulations, Residential Tenancies Act and other related legislation.
- Ability to adapt established methods or procedures, such as referring to and compliance with legislation and policies to resolve tenant matters.
- Ability to solve problems and analyze situations with complexities.
- Excellent customer service skills and the ability to work with a diverse client group in a professional manner.
- Strong organizational skills with the ability to maintain accurate records.
- Well-developed written and verbal communication skills.
- Ability to maintain confidentiality.
- Working knowledge of Microsoft Office and database software.
- Knowledge of community agencies would be an asset.
- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle.

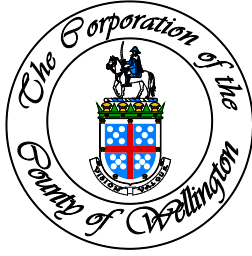
This position offers a benefit package and an hourly range of: \$36.51 to \$42.56 (2021 Union Compensation Grid), based on a 35 hour work week.

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #026-21 by Friday, March 5 at 4:00 pm.**

ATTENTION: HR DEPARTMENT, County of Wellington Administration Centre, 74 Woolwich Street, Guelph ON N1H 3T9. E: careers@wellington.ca or F: 519.837.8882. Please respond by one method of application only. **No phone calls please.** Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The County is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance.





COUNTY OF WELLINGTON

POSITION DESCRIPTION

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| Title: Property Services Officer | Reports to: Community Property Services Manager |
| Department: Social Services | Division: Housing |
| Effective: December 2003 | Revised: August 2019 |

BASIC FUNCTION:

This position reports directly to the Community Property Services Manager and is responsible for providing property services administration and support for applicants and tenants of the Housing Services Division.

PRINCIPAL RESPONSIBILITIES:

Under the guidance of the Community Property Services Manager, the Property Services Officer has the following duties and responsibilities:

Tenant and rent collection requirements:

- Ensure tenant accounts (i.e. rent and maintenance charges) are calculated and paid in a timely fashion.
- Initiate legal documents for application to the Landlord and Tenant Board (LTB) and appear before the LTB on behalf of the County Work from an eviction prevention framework offering resources and support to assist in housing stability
- When necessary, follow through with enforcement of LTB Order(s)
- Oversee the eviction process, ensuring proper charges are processed and arrange for the proper removal of the former tenant's possessions.
- Attend and represent the County in legal actions, such as small claims court, when necessary.
- Represent the County at LTB hearings by preparing and presenting cases related to evictions and by defending the County's position in applications made by tenants.
- Ensure that tenants comply with LTB orders and mediated agreements.
- Recommend engagement of services of legal counsel as required.
- Liaise with Social Services Staff for sharing and access to client information Review and investigate irregular income, household and other documentation, including any misrepresentation of income by tenants and assess for appropriate response to Management.
- Support tenants to address income concerns and implement resources before initiating the Eligibility Review process.
- Provide appropriate correspondence and follow-up regarding tenant rent decisions, Maintain an effective community relations programme relating to social, health and

recreational needs of tenants, enhanced through establishing and maintaining excellent relationships with community partners

- Counsel and support tenants when necessary and make appropriate referrals to internal and external resources.
- Provide warm, in person referral when possible to the Housing Community Support Worker when appropriate.
- When on site report any maintenance or physical structure concerns appropriately.
- Monitor credit balances on tenant accounts through review of recommendations prepared by the Property Services Clerks for verification and approval.
- Follow up with incidents of damage to tenant's property or County property through inspection of damages reported by visits to the site and completion of incident reports.
- Follow up with tenant complaints as necessary to resolution..

Lease Administration requirements:

- Supervise the preparation and completion of all leases, annual income reviews and mid-lease rental adjustments.
- Verify and approve rent calculations, charges and adjustments, based on appropriate recommendations from income, household and other required changes/documentation.

Conduct lease signing interviews with new tenants and adding tenants to current lease to ensure that requirements are met for entering into lease

General Property Services Administration requirements:

- Attend tenant association and or related committee meetings.
- Liaise with Neighbourhood Groups and other relevant community committees as required.
- Ensure fire drills and general meetings are scheduled on an annual basis with as required under appropriate legislative requirements.
- Responsible for updating and maintaining fire safety and building plans with staff.
- Participate in unit inspections.
- Provide input in the preparation of annual project budgets for operating and capital items, and make recommendations to Management re: social and recreation programme for family tenants, and other funds available.
- Plan and organize special initiatives, such as community project cleanups etc.
- Assist with maintenance inspections on a required basis.
- Investigate and prepare incident reports for purposes of documentation related to potential risk and insurance claims involving personal injury, property damage or other, for approval by Management
- Update information in databases as required.
- Maintain information regarding community resources in common spaces of buildings for tenants.

ACCOUNTABILITY:

Actions in this position could cause significant embarrassment within the organization and have limited impact on its public image. Must be able to approve accurate rent subsidy calculations and collect rent payments, within timeline requirements.

CONTACTS:

This position frequently handles contacts of a difficult, specialized or sensitive nature for the purpose of influencing or securing cooperation, with the following:

Internal: Social Services Staff at all levels, Guelph Non-Profit Housing Corporation Staff.

External: housing providers, applicants, tenants, families of tenants, Ontario Disability Support Programme and other government assistance offices, community agencies, support service providers, financial institutions, etc.

PHYSICAL EFFORT AND WORKING CONDITIONS:

- Physical activity is light and of long duration, such as sitting at a workstation. Work is performed in an environment with occasional exposure to major conditions or hazards, such dust/dirt, smoke/fumes, temperatures, verbal abuse and difficult behaviour.

MINIMUM QUALIFICATIONS:

- High school graduation, plus an additional programme of over one year in property management, business administration, accounting, social services or related field.
- Over one year related experience in property management, business administration and human services.
- Experience with accounting procedures and excellent mathematical skills.
- Knowledge of the Housing Services Act and Regulations, Residential Tenancies Act and other related legislation.
- Ability to adapt established methods or procedures, such as referring to and compliance with legislation and policies to resolve tenant matters.
- Ability to solve problems and analyze situations with complexities.
- Excellent customer service skills and the ability to work with a diverse client group in a professional manner.
- Strong organizational skills with the ability to maintain accurate records.
- Well-developed written and verbal communication skills.
- Ability to maintain confidentiality.
- Working knowledge of Microsoft Office and database software.
- Knowledge of community agencies would be an asset.
- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle.

CONDITIONS OF EMPLOYMENT:

- Police Vulnerable Sector Check
- Proof of Education

OTHER:

- Location: 138 Wyndham Street North, Guelph for travel in Guelph and Wellington County
- Regular Work Hours: 35 hours per week (some flexibility may be required)
- Regular travel required to attend meetings, training and work events
- Collective Agreement between the County of Wellington and CUPE Local #973