



THE CORPORATION OF THE COUNTY OF WELLINGTON

Social Services Department
Housing Services Division

Requires a

12 Month Temporary Property Services Clerk

This position reports directly to the Community Property Services Manager and is responsible for providing administration support for geared-to-income applicants and tenants for the Housing Services Division. The Property Services Clerk is also responsible for a specified portfolio of units from the County of Wellington's Social Housing Programmes.

The minimum qualifications for this position include:

- High school graduation, plus an additional programme of over one and up to two years in business administration, accounting or related field.
- Over six months related experience in business administration, accounting functions 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 apply established methods or procedures, such as referring to legislation and guidelines to assist with completing rent calculations.
- 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.
- All new or rehired employees must provide proof of full vaccination against COVID-19 and agreement of the County of Wellington vaccination requirement, prior to commencing employment.

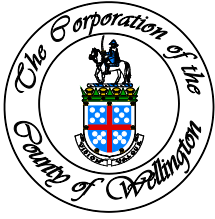
This position offers a benefit package and a salary range of: \$51,524.20 - \$60,132.80 (2022 Union Compensation Grid), based on a 35 hour work week.

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #201-22 by Thursday, May 26 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

Title: Property Services Clerk	Reports to: Community Property Services Manager
Department: Social Services	Division: Housing Services
Effective: December 2013	Revised: July 2018

BASIC FUNCTION:

This position reports directly to the Community Property Services Manager and is responsible for providing administration support for geared-to-income applicants and tenants for the Housing Services Division. The Property Services Clerk is also responsible for a specified portfolio of units from the County of Wellington's Social Housing Programmes.

PRINCIPAL RESPONSIBILITIES:

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

Vacant unit administrative support (move-in):

- Complete notifications and forms for tenant move-in processes, enter in Yardi and other databases, and generate move-in confirmation letters.
- Calculate monthly rental rates for new (on offer from Centralized Waiting List) and existing (internal transfers and additions/deletions to households) tenants, obtaining required income, household and other supporting documentation and forwarding to Property Services Officer for approval.
- Generate leases, ensuring accuracy of relevant information (e.g. address, term of lease, rent) and forward to management staff for authorization.
- Arrange lease signing meetings for Property Services Officers and ensure Property Services Officers, Maintenance Coordinators, and Building Custodians are advised of the meeting details.
- Set up tenant documentation complete with lease signing packages, keys and required documentation for Property Services Officers.

Rent Calculation administration support:

- Maintain an accurate lease renewal tracking and monitoring system to ensure all required income, household composition and other supporting documentation is submitted by tenants and reviewed for completeness and follow-up with tenant households as per requirements under the Housing Services Act and Regulations.
- Using Yardi systems (and appropriate back-up systems) determine the correct monthly income of tenants, calculate rents based on income in accordance with

appropriate rent scales under the Housing Services Act and Regulations, as well as the County policies and guidelines.

- Calculate tenant rent adjustments, verifying income, household and other required documentation from employers, tenants, public and social agencies, etc., to review any rent changes or lease amendments, depending on tenant circumstances and requirements under the Housing Services Act and Regulations.
- Verify and photocopy confidential documents, such as income source documents (e.g. employment earnings, self-employment statements, paystubs, social assistance benefits, Canadian and foreign pensions, investments/ financial statements, income tax returns, court documents).
- Contact tenants, social service agencies, employers, financial institutions, federal/provincial government offices, etc., confirming/clarifying documentation received from tenants and follow-up for missing documentation.
- Review and prepare more than average complex rent calculation documentation, and submit to Property Services Officer(s) for any misrepresentation/overpayment of income by tenants and when required, investigation and follow-up for additional income documentation in order to assess for appropriate response.
- Complete rent adjustment processes to record rent charges and adjustments and submit to Property Services Officer(s) for approval.
- For tenant accounts where a referral is made to the Eligibility Review Officer, prepare all correspondence, including a report with information from the tenant file, new tenant information received or required, and other history, for sign off by the Property Services Officer.
- For tenant accounts where an internal review has been requested, prepare appropriate referral as initiated by the Property Services Officer and submit to Applicant Services for investigation and follow up.
- Prepare Residential Tenancies Act notices/applications (e.g. N4's, N2's, L1's, etc.).
- Maintain an accurate Preauthorized Payment Plan (PAPP) tracking system by providing necessary written verification to the Housing Services Clerk - Accounts Receivable Receptionist, for set up of new tenants, monthly lease renewal changes and discontinuation on PAPP which meet deadline requirements.
- Update information in databases as required.
- Administration of former tenant files, including collection processes.

General administrative support:

- Ensure accuracy of relevant information of each tenant.
- Organize work requirements to meet multiple deadlines to legislative requirements.
- Provide general administrative support for Property Services, including arrange appointments/office visits, generate correspondence, respond to general inquiries and complaints by telephone/walk-in/mail/e-mail, set up files (new and existing) and maintain an up-to-date accurate filing system.
- Act as backup for main reception in the absence of the Housing Services Clerk - Accounts Receivable Reception, processing housing geared-to-income applications

for Housing Services units and all social housing providers in Guelph and Wellington County, and other duties.

- Update Fire Safety Plans and Tenant Fire Drill Reports annually for Property Services Officers.
- Responsible for petty cash administration and purchasing administration of office supplies.
- Other administrative duties as assigned.

ACCOUNTABILITY:

Actions could result in minor loss of time or resources and may affect the work of others. Must accurately calculate and enter rent-gear-to-income amounts and ensure deadlines are met.

PHYSICAL EFFORT AND WORKING CONDITIONS:

- Physical activity is light and of long duration, such as sitting at work station and standing to file.
- Work is performed in an environment with occasional exposure to minor conditions or hazards, such as occasional rudeness and profanity.

CONTACTS:

This position deals with requests, settles complaints and clarifies information with the following:

Internal: Social Services Staff at all levels, Guelph Non-Profit Housing Corporation Staff.
External: housing providers, applicants, tenants, families of tenants, financial institutions, community agencies, other government agencies, etc.

MINIMUM QUALIFICATIONS:

- High school graduation, plus an additional programme of over one and up to two years in business administration, accounting or related field.
- Over six months related experience in business administration, accounting functions 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 apply established methods or procedures, such as referring to legislation and guidelines to assist with completing rent calculations.
- Excellent customer service skills and the ability to work with a diverse client group in a professional manner.
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- 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.

CONDITIONS OF EMPLOYMENT:

- Police Vulnerable Sector Check

- Proof of Education

OTHER:

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