



Job Posting

Position: Tenants Relations Officer

Department: Community Services

Start date: March 2025

Wage: Grade 4 (\$19.38-25.40)

Hours of Work : 32-40hrs per week

Reports to: Housing Manager

Role:

This role is essential for administering approximately 60 rental housing units, ensuring tenants understand and fulfill their housing responsibilities, and ensuring the consistent enforcement of housing policies. The Tenant Relations Officer will also assist in community outreach, offering support and assistance to applicants seeking rental housing.

Key Responsibilities:

- Work closely with existing tenants to help them understand and comply with their housing responsibilities, as well as the responsibilities of the Band concerning rental units.
- Review and explain lease agreements, housing policies, and enforcement procedures to tenants.
- Monitor rental payments, follow up on arrears, and ensure compliance with payment agreements.
- Conduct home visits and interviews for community members applying for rental housing assistance, including affordability assessments and confirmation of required deposits.
- Respond to tenant complaints and concerns, investigating issues and recommending corrective actions.
- Maintain tenant files, including payment records and communication logs, and prepare monthly reports on tenant accounts and concerns.
- Liaise with other departments, such as the Finance Department, to ensure the accuracy and reconciliation of rental payments.
- Provide tenant counselling as requested and assist with housing-related issues.
- Participate in community meetings and information sessions related to housing programs and services.
- Perform other administrative and housing-related tasks as required by the Housing Manager.

Qualifications/Experience:

- High School Diploma (or equivalent).
- Valid driver's license and access to a vehicle daily.
- Local fire smart representative course or willing to complete it upon hire.
- Capital planning and asset management courses will be a plus.
- Consent to a criminal record check (no criminal convictions).
- Ability to travel within the community and attend training sessions or workshops, including outside the nation if required.

Required Knowledge, Skills and Abilities:

- Strong community engagement and involvement.
- Proficiency with current computer programs.
- Effective communication skills.

How to Apply:

Send cover letter and resume by via hand delivery, mail, or e-mail, to: hr@uppernicola.com

HR - Upper Nicola Band – General Delivery, Douglas Lake, BC V0E 1S0

Upper Nicola Band thanks all applicants. Only those shortlisted for an interview will be contacted.