



## Director, Rental Department

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**Reports to:** Executive Director  
**Supervises:** Rental Officers, Rent Collections Officers, Rental Support, Custodians  
**Department:** Rental

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### Summary

The Rental Director oversees leasing and rent collection for all rental units; manages partnerships with community agencies; provides policy advice to the Rental Committee on issues relating rental functions; supports staff to attend to complaints between tenants and other tenant matters that require major intervention or legal action; supervises all rental staff and custodians; and represents CCOC to community and sector organizations and committees.

### Responsibilities (this is not an exhaustive list)

1. Oversee leasing and rent collection for all rental units by:
  - Monitoring vacancies and turnovers to ensure timely rent-up of units;
  - Monitoring all rent subsidy programs to ensure adherence to targeting plans, subsidy budgets and approving rent subsidies;
  - Ensuring prompt collection of rents and follow-up action for accounts in arrears in accordance with department policies and procedures;
  - Ensuring staff are trained and equipped to represent the Corporation in landlord-tenant legal matters;
  - Recommending appropriate market rents and monitoring local rental market conditions;
  - Liaising with the appropriate funding and regulatory bodies with respect to subsidized housing programs.

2. Manage partnerships with community agencies that support CCOC tenants and residents by:
  - Seeking out new partnership opportunities to maintain successful tenancies and ensure housing options are accessible to people with a broad range of abilities and backgrounds;
  - Negotiating, maintaining and updating agreements with agencies; and
  - Managing relations with agencies and their clients/tenants.
  
3. Support staff in attending to complaints between tenants and other tenant matters that could require major intervention or legal action by:
  - Reviewing staff documentation, undertaking further investigation and taking appropriate action in accordance with CCOC policies and procedures;
  - Promoting personal responsibility to be a good neighbour;
  - Consulting with the Executive Director when recommending eviction; and
  - Providing liaison with CCOC's lawyer and attending court proceedings as required.
  
4. Advise and support the Rental Committee on issues relating to the management of rental functions by:
  - Ensuring committee members are informed as needed to make sound decisions and recommendations to the Board;
  - Preparing or updating policies and guidelines on rental issues for review and approval by the Committee;
  - Monitoring changes to government housing policies, programs, and regulations, and assessing their impact on the Corporation's rental policies and practices; and
  - Submitting reports on vacancies, arrears, subsidized housing programs or other aspects of the Corporation's rental functions as required by the Committee and Board.
  
5. Represent CCOC to community and sector organizations and committees by:
  - Demonstrating leadership in the non-profit housing sector;
  - Advocating for improved government operational and regulatory policies and practices; and
  - Identifying, recommending and sharing good practices and procedures within the non-profit housing sector.

6. Manages the Rental Department, and hires, trains, coaches and supervises rental staff and custodians by:
  - Ensuring a fair distribution of work;
  - Ensuring the preparation of annual work plans;
  - Carrying out annual performance reviews;
  - Ensuring tasks in the job descriptions of reporting staff are carried out and the outputs meets the organization's goals
  - Ensuring the effective integration of the Department and staff into larger corporate workflows and the organizational mission ; and
  - Reviewing material produced by staff.
  
7. Performs other duties as requested by the Executive Director or Rental Committee.

This position supports the work of Centretown Citizens Ottawa Corporation, Centretown Citizens Housing Co-Operative and Cahdco (Centretown Affordable Housing Development Corporation).

## **Education and Experience**

- Completion of a four-year post-secondary degree.
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.
- Intermediate ability to use Microsoft Office Suite
- Familiarity with Yardi Voyager is considered an asset.
- Advanced verbal communication in English, intermediate written communication in English.
- Intermediate verbal communication in French, basic written communication in French.
- Knowledge of additional languages is considered an asset.
- 7 years of related work experience.
- Experience with residential tenancies management, non-profit housing and associated legislation, regulation and trends.

## **Supervision and Decision-Making**

- Decision-making forms an extremely large part of the role and will impact a major function of the organization and corporate objectives. Procedures and

precedents are generally not well established, so considerable judgement and complex interpretation are required for developing solutions.

- Supervises a small team
- Responsible for providing direction and control over a CCOC Department. Provides counsel to employees directly or indirectly supervised.
- Works independently under guidance of Executive Director. Must be able to show considerable original and independent thinking when developing corporate objectives, methods and procedures.
- Significant financial impact if errors are made.
- Frequent use of and access to confidential information where disclosure could result in harm to the organization.

## **Working Environment**

- Interaction with internal colleagues may involve handling conflict. The incumbent may be called upon to present material that is contentious and requires considerable interpersonal skills.
- Interaction with external contacts regularly involves dealing with complex and demanding interpersonal situations.
- Normal office environment; periods of light physical effort are required (for example, intermittent sitting, standing or reading).
- Some degree of physical skill and coordination required (for example; basic keyboarding).
- Comfortable physical work environment.
- The incumbent may be exposed to very serious stress.