



Rental Officer

Department: **Rental Department**
Location: **415 Gilmour St., Suite 200, Ottawa ON K2P 2M8**
Start Date: **As soon as possible**
Employment Type: **Permanent Full-Time**
Salary: **\$55,784 minimum (salary is based on experience and qualifications)**
Reports To: **Manager, Rental Department**
Direct Report(s): **N/A**

About Centretown Citizens Ottawa Corporation (CCOC)

CCOC is a community-based, tenant and member-directed, non-profit housing organization whose mission is to create, maintain and promote housing for low and moderate-income people. We value diversity, collaboration, inclusive and open decision-making, innovation, creativity, and sustainability.

For more information, visit: www.ccochousing.org

Position Summary

The Rental Officer works as part of a team and is responsible for coordinating the ongoing leasing of assigned buildings, managing tenant related matters, administering associated rental activities, providing liaison with custodians, The Registry, social agencies and other community partners.

Key Responsibilities

Responsibilities include, but are not limited to the following:

1. Coordinates the ongoing leasing of assigned building in consultation with Facilities,

Finance and other Rental staff by:

- Receiving move-out notices from tenants and ensuring move-out letters and tenant questionnaires are sent out;
- Consulting with Rental Director to confirm market and subsidized status;
- Informing custodians of upcoming vacancies, move-ins and maintenance work;
- Coordinating with tenants and custodians the viewing of units by prospective tenants;
- Coordinating move-out/in dates in consultation with the tenant and Operations Managers;
- Checking CCOC's transfer waiting list for tenants as units become vacant for appropriate placement;
- Answering inquiries and processing applications from prospective tenants, including credit and tenancy checks, income verification, preparing leases and inputting tenant data;
- Reviewing applications for subsidized housing and updating documentation from prospective tenants to ensure their eligibility, including priority confirmation and outstanding arrears with other social housing providers;
- Coordinating the Lease Signing/Orientation sessions with new tenants, delivering the information at the sessions and ensuring the information is always up to date and relevant.

2. Manages tenant related matters at assigned buildings by:

- Responding to complaints from tenants in a timely manner and providing written documentation on complaints and action taken. Advising the Rental Director of any situation/problem where additional intervention and/or legal action may be required;
- Where complaints are complex and involve multiple departments, working with other departments to coordinate responses to complaints; problem-solving relating to possible changes in practices or procedures;
- Evaluating challenging tenant behavior and history to assess potential risk to others and/or property; consult with the Rental Director to problem solve and together devise an action plan and strategy;
- Making applications to the Landlord Tenant Board and/or Provincial Court to proceed with eviction and representing CCOC/CCHC at court hearings;
- Making applications to the Sheriff's office for eviction when necessary;
- Carrying out regular on-site visits to assigned buildings to ensure curb appeal and reporting situations requiring attention to the Rental Director and the

Operations Managers;

- Identifying and implementing marketing and advertising strategies for assigned buildings in consultation with the Rental Director. Coordinating marketing and social media strategies with the Communications Officer where appropriate.

3. Assisting with Lease Renewals by:

- Ensuring proper income verification and other required documents are received;
- Calculating rents and imputing revised rents and updating tenant files;
- Verifying rent calculations completed by other Rental Officers to ensure that subsidy guidelines and regulations are respected and reviewing monthly Rent Supplement claims to verify data.

4. Administering parking by:

- Coordinating parking rentals including assignment of parking, maintaining files, data entry and keeping custodians apprised of all parking changes;
- Keeping an up to date waiting list of parking requests;
- Preparing parking leases and arranging for their signing;
- Coordinating the monitoring of tenant and visitor parking and issuing notices to those in violation of CCOC parking policies and authorizing ticketing and towing, as required; and
- Informing tenants and non-tenants of parking rate increases.

5. Administers associated rental activities by:

- Updating the CCOC website, including the posting of vacancies;
- Providing information to tenants requesting transfers and rent subsidies, including CCOC housing stock, eligibility criteria and procedures for applying and ongoing eligibility criteria;
- Consulting with the Rental Director on problematic applications or exceptions to established policies; and
- Ensuring applicants are treated fairly throughout the application and tenant placement process in conformity with CCOC's policies and procedures, as well as applicable legislation;
- Compiling Rental statistical data for applicable funding bodies, CCOC Committees and Departments;
- Having current knowledge of the social housing environment, including legislation and market trends in order to provide excellent customer service

to applicants, co-workers, community partners and to participate on local workgroups and Committees;

- Participating as a panelist, when required, on the City of Ottawa Internal Review Panel.

6. Provides liaison with The Registry, Community Partners and the broader community by:

- Updating the Registry database on all applicant activity and all discussion with applicant that relates to housing need/requirements;
- Contacting Registry staff to discuss database issues or additional information required and dialogue with the Rental Director;
- Reporting to the Rental Director on problems with the database or other concerns;
- Providing information to non-tenants regarding The Registry and subsidized housing;
- Referring tenants to appropriate community partners and other agencies for support;
- Advising and consulting with community partners on tenant-related and housing support issues;
- Participating in case management meetings with tenants and their support agency(ies) for complex issues.

7. Performs other duties as requested by the Rental Director or the Executive Director

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

The individual will be expected to conduct themselves in accordance with CCOC's Mission and Values, as well as the core competencies of DEI, Service Excellence, Teamwork, Results-Oriented and Adaptability, which form an integral part of CCOC's Performance Management Program.

Education and Experience

- 2 years of post-secondary education
- 5 years of related work experience

- Experience and formal training combined with demonstrated performance may substitute for stipulated requirements
- Intermediate ability to use Microsoft Office Suite
- Knowledge of Yardi Voyager is considered an asset
- Advanced verbal and written communication in English and French is required
- Knowledge of additional language is considered an asset
- Familiarity with property management practices, the Residential Tenancies Act, Landlord Tenant Board processes and the social housing sector is an asset

Supervision and Decision-Making

- Considerable decision-making applies to the performance of tasks, involving the manipulation of several moderately complicated variables. Processes are supported by numerous, well-defined methods and established procedures
- Responsible for providing direct day-to-day coordination for standardized tasks also checks and maintains workflow. Recommends new or changed policies and procedures for approval by others
- Works under the general direction, must be able to think independently to come to solutions. Methods and procedures are not well established
- Considerable impact if errors are made
- Frequent use of confidential information

Working Environment

- Interaction with internal colleagues involves presenting reports and recommendations, coordinating activities of other employee involved in doing similar work
- Interaction with external contacts involves dealing with extremely demanding interpersonal situations
- Normal office environment; periods of light physical activity (for example; intermittent sitting, standing or reading)
- Some degree of physical skill and coordination required (for example; basic key boarding)
- Comfortable work environment
- The incumbent may be exposed to a considerable amount of stress

Benefits

- OMERS defined benefit pension plan
- Group Insurance and Supplementary Medical Plan (dental/eyewear) after three (3) months of employment

- Employee and Family Assistance Plan (EFAP)
- Paid time-off from day one
- Hybrid and flexible work arrangement available

Applying to the Role

To be considered for this role, please email your resume and cover letter to hire@ccochoosing.org

All applications must include the following information in the subject line: **CCOC – Rental Officer**

Application Deadline is Wednesday, June 5, 2024.

We thank all applicants for their interest in the role, however, only those selected for an interview will be contacted. If contacted for an interview, please inform us if you require accommodation.

In the spirit of the Human Rights Code, we ask that resumes do not include personal data including, but not limited to age, health, marital and family status.

As an employer committed to the principles of employment equity, we encourage applications from all persons including Black, Indigenous and People of Colour, persons with disabilities, and persons of all sexual orientations and gender identities. We are committed to providing an inclusive and barrier free experience to applicants with accessibility needs in accordance with the Ontario Human Rights Code (2015) and the Accessibility for Ontarians with Disabilities Act (AODA).

For candidates with disabilities requiring an accommodation, you may contact hire@ccochoosing.org