



Rent Collections Officer

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| Department: | Rental Department |
| Location: | 415 Gilmour St., Suite 200, Ottawa ON K2P 2M8 |
| Start Date: | As soon as possible |
| Salary: | \$55,784 minimum (based on experience and qualifications) |
| Reports To: | Director, 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.ccohousing.org

Summary

The Rent Collections Officer handles the processing, recording, collection, reconciliation and deposit of tenant receivables; works with tenants to negotiate repayment agreements; submits notices for evictions and represents the corporation at non-payment hearings at the Ontario Landlord & Tenant Board.

Responsibilities

Responsibilities include, but are not limited to the following

1. Accounts for the recording and collection of tenant/Rent Supplement receivables by:

- Establishing and modifying all Pre-Authorized Payment (PAP) plans for new and in situ tenants as required;
- Preparing PAP data for transmission for processing; reviewing and modifying data as necessary;
- Collecting, recording and reconciling post-dated cheques;
- Accounting for miscellaneous deposits on receivables;
- Coordinating the monthly charges schedule and ensuring that all relevant tenant data is updated by the Rental Officers in the Property Management system before running the charge-up routine;
- Overseeing the reconciliation of receipt batches and daily bank deposit slips;
- Reviewing and recording deposit items returned from the bank (NSF's);
- Investigating and correcting discrepancies to tenant accounts;
- Performing required data entry with respect to other tenant account adjustments as initiated by Rental Officers;
- Preparing monthly claims for Rent Supplement units, review data, and have Rental Officers verify; make appropriate changes;
- Submitting monthly and yearly Rent Supplement claims to funding agents; liaison, following-up as needed, and making reconciliations as necessary.

2. Manages tenant accounts by:

- Sending notices of unpaid accounts;
- Contacting tenants in writing, by phone and/or in person to arrange payment of rent or other charges in arrears;
- Liaising with Rental Officers with respect to tenants experiencing financial difficulties;
- Preparing and serving notices of termination;
- Preparing and forwarding delinquent accounts to the collection agency and reporting to the Social Housing Registry;
- Following up on delinquent accounts and reconcile as needed, accompany collection agency to court to represent the Corporation for garnishment cases when necessary;
- Preparing documentation for monthly review by the Executive, Rental and Finance Committees regarding evictions, arrears and bad debts, and periodically making recommendations to Executive to evict at lease renewal date due to Persistent Late Payment of rents;
- Making applications to the Landlord Tenant Board and/or Provincial Court to proceed with eviction for non-payment issues and representing CCOC/CCHC at court hearings;
- Making application to the Sheriff's office for eviction when necessary.

3. Assisting in providing support to other departments and maintaining accurate financial records of the Corporation's operating activities by:
 - Assisting in the preparation of audit working papers related to various receivables: tenants, rent supplement and other forms of subsidies.
4. Performs other duties as requested by the Director of Rentals of 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 and ability may substitute for stipulated academic requirements
- Intermediate ability to use Microsoft Office
- Knowledge of Yardi Voyager is considered an asset
- Advanced verbal and written communication in English and French
- 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 applied to the performance of tasks, involving the manipulation of several moderately complicated variables. Process 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 general direction, must be able to think independently to come to solutions
- Moderate impact if errors are made

- Regular use of confidential information

Working Environment

- Interaction with internal colleagues involves presenting reports and recommendations, receiving and settling transactions, and coordinating activities of other employees doing similar work
- Interaction with external contacts may involve dealing with relatively demanding interpersonal situations
- Normal office environment; periods of light physical efforts are required (for example; intermittent sitting, standing or reading)
- Some degree of physical skill and coordination required (for example; basic key boarding)
- Comfortable physical work environment
- The incumbent may be exposed to considerable stress

Benefits

- OMERS defined benefit pension plan.
- Employee and Family Assistance Plan (EFAP).
- Paid time off from day one.
- Group Insurance and Supplementary Medical Plan (dental/eyewear) after three (3) months of employment.

Applying to the Role

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

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

Application Deadline is Wednesday, November 13, 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).

CCOC Maintains a COVID vaccination policy for employees. Exemptions are available based on either a protected ground under the Human Rights Code, or a documented medical reason.

For candidates with disabilities requiring an accommodation, you may contact [hiring@cchohousing.org](mailto: hiring@cchohousing.org)