



## Director, Rental Department

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Department: **Rental Department**

Location: **415 Gilmour St., Suite 200, Ottawa ON K2P 2M8**

Start Date: **As soon as filled**

Employment Type: **Permanent, Full-Time**

Salary: **\$83,347 minimum (salary is based on experience and qualifications)**  
**(New pay ranges effective January 2025)**

Reports To: **Executive Director**

Direct Report(s): **Yes**

### 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](http://www.ccochousing.org)

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### Position Summary

As a key member of the CCOC leadership team, the Rental Director plays an important role in the organizational strategic planning and execution of strategic initiatives of the department. The Rental Director oversees and ensures the smooth and effective operations of the rental department. The Director oversees leasing and rent collection for all rental units; manages partnerships with community agencies; provides policy advice

to the Board of Directors and committees on issues relating to rental functions; supports the Rental Manager and employees to attend to complaints between tenants and other tenant matters that require major intervention or legal action; supervises employees: Rental Manager, Rent Collections Officers, Rental Administrator, and casual employees; and represents CCOC to community and sector organizations and committees.

## Key Responsibilities

Responsibilities include, but are not limited to the following:

1. Oversee leasing and rent collection for all rental units by:
  - Monitoring vacancies and turnovers to ensure timely rent-up of units and reporting KPI data to the Director team;
  - 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 employees 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;
  - Supporting the Rental Manager in negotiating, maintaining and updating agreements with agencies; and
  - Supporting the Rental Manager in maintaining relationships with agencies and their clients/tenants.
  
3. Support Rent Collections Officers, Rental Administrator, and Rental Manager in attending to complaints between tenants and other tenant matters that could require major intervention or legal action by:

- Reviewing employees' documentation, undertaking further investigation and taking appropriate action in accordance with CCOC policies and procedures;
  - Promoting personal responsibility to be a good neighbour;
  - Ensuring the Executive Director and Board of Directors are briefed about all households receiving eviction notices; and
  - Providing liaison with CCOC's lawyer and attending court proceedings as required.
4. Advise and support the Board of Directors and committees 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 committee(s) and/or the Board;
  - 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 funders, committee(s) and the 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 the Rental Manager, Rent Collections Officers, Rental Administrator, and casual employees 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 employees are carried out and the outputs meet the organization's goals;

- Ensuring the effective integration of the Department and employees into larger corporate workflows and the organizational mission; and
  - Reviewing material produced by employees.
7. Performs other duties as requested by the Executive Director or Rental Committee.

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

### **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.
- Experience with RGI (Rent-Geared-to-Income) or Rent Subsidy administration 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 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.

## Benefits

- OMERS defined benefit pension plan
- Group Insurance and Supplementary Medical Plan (dental/eyewear)
- 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](mailto:hire@ccochoosing.org)

All applications must include the following information in the subject line: **Director, Rental Department.**

**This position will be posted until filled.**

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@ccochoosing.org](mailto: hiring@ccochoosing.org)