



Building Representative

Department: **Rental**

Location: **345 Waverley Street, Ottawa, Ontario**

Start Date: **As soon as filled**

Employment Type: **Permanent Part-Time Hourly**

Salary: **\$22.80/hour min. (based on experience and qualifications)**

Reports To: **Rental Administrator and Supervisor, Building Representatives**

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

Building Representatives are tenants of CCOC. Building Representatives must live in one of the buildings they are responsible for. In the event that the employment relationship should terminate for any reason, it is agreed that the tenancy shall not automatically terminate. Section 93(1) of the **Residential Tenancies Act** does not apply to this position.



Position Summary

Under the supervision of the Rental Administrator & Supervisor, Building Representatives, Building Representatives provide a presence and represent CCOC's interests in the building. They direct tenants to the appropriate CCOC employees when they have issues and concerns. They are responsible to report maintenance related matters to the Facilities Department.

Key Responsibilities

Responsibilities include, but are not limited to the following:

Rentals

- Show apartments by appointment and perform a building tour with prospective tenants, per CCOC viewing protocols
- Report tenant relation concerns to the rental department
- Put elevator on service for move ins/outs
- Keep interphone panel up to date, as required
- Where applicable, monitor tenant and visitor parking and assign lockers

Maintenance

- Notify Maintenance of any required repairs, or any condition or situation not in CCOC's best interest
- Follow CCOC established protocols in safety, security and emergency situations
- Carry out daily rounds of building common areas to ensure everything is in good state; security/safety checks

Common Areas

- Ensure entrance/lobby/halls are clear of litter
- Check laundry room for cleanliness
- Advise maintenance of any laundry machines that are not in working order
- Check all lighting fixtures in public areas and inform Maintenance of any damaged or burnt out lights
- Check that signage is in place and in good condition



Outdoor Areas

- Ensure areas are clear of litter
- Report any pedestrian entrances not cleared of snow and salt/sand not applied to icy patches to the Maintenance department
- Report any lawn and planting, maintenance and snow removal problems to the Maintenance department

Other

- Provide a presence and assist fire/police departments with access and information until CCOC personnel arrive
- Assist with the delivery of notices and other CCOC communication to tenants, as required
- Provide unit sitting, and after-hours services, with prior agreement
- Attend periodic Building Representative meetings

These duties may be modified from time to time by agreement between the Building Representative and Rental Administrator & Supervisor, Building Representatives.

This position supports the work of Centretown Citizens Ottawa Corporation 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-Orientation and Adaptability, which form an integral part of CCOC's Performance Management Program.

Education and Experience

- Secondary school diploma or equivalent
- Six month of related work experience
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements



- Basic written and verbal communication in the English language
- Familiarity with basic email communication

Supervision and Decision-Making

- Tasks are simple and somewhat repetitive
- Provides occasional guidance to other employees and has peer coordinating responsibilities
- Works under general supervision and uses well-defined methods to complete tasks
- Some impact if errors are made
- Occasional use of confidential information

Working Environment

- Interaction with internal colleagues involves exchange of simple information
- Interaction with external contacts requires common courtesy
- Periods of physical effort required (for example, usual handling of medium-weight objects 10 to 25lbs)
- Considerable degree of physical skill, coordination, and accuracy required
- The incumbent may be exposed to moderate stress

Benefits

- OMERS defined benefit pension plan
- Employee and Family Assistance Plan (EFAP)
- Flexible work arrangement available



Applying to the Role

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

All applications must include the following information in the subject line: **CCOC – Building Representative – 345 Waverley.**

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@ccochousing.org