



Cambridge Non-Profit Housing Corporation, also known as Housing Cambridge is a non-profit housing corporation with a dedicated team of board members, volunteers and staff committed to strengthening individuals, families, neighbourhoods and communities through the provision of safe, quality, affordable homes. We operate an inclusive workplace environment in which employees take responsibility for their actions and performance, demonstrate integrity, respect and courtesy, contribute to organizational outcomes, and are committed to providing the highest quality of service.

### **SATELLITE COMMUNITY HOMES IS SEEKING A FULL TIME TENANT SERVICES MANAGER**

**JOB TITLE:** Tenant Services Manager

**CLASSIFICATION:** Level 3

**COMPENSATION:** Annual salary range \$61,877.00 – \$71,368.00 + comprehensive benefits

**REPORTS TO:** Executive Director

**POSTION SUMMARY:** On behalf of Cambridge Non-Profit Housing Corporation and under its property management contract(s), the Tenant Services Manager is responsible to support, adapt and operationalize organizational goals and objectives in order to achieve positive outcomes. This person is responsible for all aspects of tenancy administration in compliance with the Housing Services Act (HSA) the Residential Tenancies Act (RTA), and other current legislation from the initial application process, to Tenant services during tenancy, to rent collection and oversight of rent geared-to-income (RGI) administration. The Tenant Services Manager will also be responsible for completing monthly tenancy, targeting plan, unit activity and arrears reports. This person is tasked with providing supervision, direction and coaching to the Tenant Services team, coordinating the efforts of Tenant Services Staff in order to provide Tenants with the greatest opportunity to achieve a successful tenancy. The Tenant services team includes the Tenant Services Coordinators, the Community Worker, and the Reception Services Coordinator. The Tenant Services Manager will assist the Executive Director with preparation of the annual operating budget and other annual reports related to tenants, tenant selection, tenant satisfaction and tenant demographics.

**COMPETENCIES:** The successful candidate will demonstrate compassion, empathy, effective communication, emotional intelligence, flexibility, initiative, integrity, openness, sound decision making and time management.

**COVID-19 VACCINATION POLICY:** All candidates offered a position with Cambridge Non-Profit Housing Corporation must be fully vaccinated and provide proof of vaccination status as a

condition of employment. Cambridge Non-Profit Housing Corporation will comply with its human rights obligations and accommodate employees who are legally entitled to accommodation.

## **JOB REQUIREMENTS**

### **1. Tenancy Administration**

#### **a) General**

- Maintain Tenant files in an orderly manner and in compliance with the RGI Delegation Agreement, organizational and Service Manager policy and the Housing Services Act (HSA)
- Provide regular reports to the Executive Director on arrears, chargebacks, unit turnover, targeting plan, vacancies and other relevant information regarding tenancy administration
- Maintain designated software database(s) completing regular data integrity checks, performing annual system updates (i.e. utility changes, market rent increases, unit thresholds)
- Establish appropriate communications systems to maintain effective Tenant relations
- Ensure that the Non-Profit's rules and regulations are respected by the Tenants and their guests
- Address Tenant complaints related to their right to the reasonable enjoyment of their unit on a timely basis, using a progressive discipline approach and any appropriate means available under the Residential Tenancies Act
- Under the direction of the Executive Director, initiate a competitive hiring processes as required for Tenant services Staff including interviewing and selection, job descriptions, orientation and training, and performance management, including annual performance reviews, in order to build and sustain a high-performance team
- identify training needs and performance improvement plans for Tenant Services employees

#### **b) Tenant Placement**

- Administer the Tenant selection process in compliance with the housing provider targeting plan and the Housing Services Act
- Select Tenants for RGI and designated Below Average Market Rent (BAMR) units using the Community Housing Access Centre (coordinated access) waiting list in compliance with the Housing Services Act, working with the maintenance team to ensure vacancy loss is minimized and units are turned over in a timely manner
- Report all offers, acceptances, applicant refusals, provider refusals, unable to contact, application needs update, etc. to the Community Housing Access Centre as required under their policies
- Prepare offer letters and gather income verification forms for prospective rent geared-to-income and market rent Tenants
- Oversee the administration of all leases, renewal of leases & terminations of leases,

using the lease as approved by the Board of Directors

- Oversee the preparation and issue Tenant Handbooks at lease signing
- Work with the Staff team to coordinate the moving in and moving out of Tenants of the portfolio so as to result in a minimum of disturbance to the portfolio or its Tenants
- Establish and maintain project vacancy lists for market rent units and units where the housing provider is not required to select through coordinated access, working with the maintenance team to ensure that vacancy loss is minimized and units are turned over in a timely manner
- Maintain an internal transfer list and co-ordinate the Tenant Transfer Policy as approved by the Board of Directors
- Approve internal transfer applications based on organizational policy and where appropriate, add to the internal transfer waiting list
- Track internal transfers using designated property management software

**c) Rent Collection and Subsidy Administration**

- Provide supervision to the Tenant Services Coordinators
- Complete initial RGI calculations for all geared-to-income Tenants prior to move-in and review and approve calculations completed by the Tenant Services Coordinators annually thereafter
- Review market rents annually and present recommendations to the Executive Director in preparation for the annual budget process
- Oversee the administration of market rent increases as required under current legislation
- Oversee all aspects of rent collection, including, arrears reporting and any required Landlord Tenant Board (LTB) action
- Co-ordinate legal and LTB related matters pertaining to Tenants such as the addressing of Tenant complaints with the Non-profit's paralegal and issuing N5's
- Attend the Landlord Tenant Board as required
- Overseeing and tracking the forwarding of bad debt to the collections agency and reporting of bad debt to the Region of Waterloo

**d) Reports**

- Prepare monthly targeting plan portfolio summary, negative & positive move-out reports, unit activity reports, arrears reports for monthly Board packages
- Prepare monthly Unit Activity Reports, arrears and chargeback reports and the Annual Financial Return (AFR) for the Region of Waterloo as required
- Other reports as required

**2. Community Development**

- Provide monthly supervision to Community Worker
- Work closely with Region of Waterloo Police Services Community Resource Officers, ODSP, OW and Community Support Connections' Community Connectors, Community Justice Initiatives and other agencies to ensure the

safety and wellbeing of residents.

- Support the Community Worker to address social issues as they arise and partner with outside agencies where available to provide additional support services as needed in order to support “independent living”
- Participate in Housing Provider Network meetings with the Region of Waterloo
- Attend Tenant community meetings and events as required
- Participate in leadership team meetings, workgroups, committees and initiative as identified/appointed
- Support and guide the Community Worker and summer students in the administration of Sprouts micro grants, adhering to the Sprouts guidelines

### **3. Financial Administration**

- Prepare monthly rent subsidy calculation spreadsheets and submit to the Accounting Manager on a timely basis in preparation for monthly financial statement
- Prepare rental summaries for preparation of monthly HST returns in collaboration with the Accounting Manager
- Develop and implement a quantifiable arrears strategy to meet targets and reduce outstanding tenant arrears

### **4. Policy and Procedures**

- Develop Tenant services policies for recommendation to the Board through the Executive director
- Recommend revisions to existing Tenant services policies, as required
- Develop Tenant services procedures and recommend revisions to existing procedures for approval by the Executive Director
- Ensure adherence to Housing Cambridge policies and procedures by the Tenant Services team

### **5. Other Administrative Duties**

- Conduct monthly Tenant Services team meetings to review arrears, chargebacks, vacancies, and other tenant matters
- Provide vacation relief for all Tenant Services positions
- Assist co-workers by troubleshooting, providing routine office support, assisting with reception coverage and receiving rent payments when Reception Services Coordinator is not available

### **6. Other Duties as Assigned**

## QUALIFICATIONS

- A diploma or degree from an accredited post-secondary institution in a relevant post-secondary program
- Minimum 5 years combined experience in leadership and housing
- Excellent interpersonal skills, conflict resolution, time management and organization skills
- Sound knowledge of the Housing Services Act and other relevant housing legislation
- Proficient in Microsoft Office 365
- Must possess a valid Class G driver's license and have daily access to a reliable vehicle
- Be bondable and prepared to execute a Bondability Affidavit
- Demonstrated commitment to anti-racism and anti-oppressive practices
- Awareness of systemic issues that contribute to poverty, racism and homelessness
- Ability to speak a second language an asset
- Certificates in First Aid, CPR, Crisis Prevention and Intervention an asset

*The successful candidate will be subject to a satisfactory Police Check at their expense.  
This position is open only to those legally entitled to work in Canada.*

**Interested and qualified applicants can submit their resumes with cover letter by  
Tuesday August 30<sup>th</sup> at 4:00 p.m.** by email: [info@satellitecommunityhomes.com](mailto:info@satellitecommunityhomes.com)

Cambridge Non-Profit Housing Corporation will accommodate people with disabilities throughout the recruitment and selection process. Applicants are requested to make their needs known in advance if accommodation is required.

We appreciate the interest of all applicants in employment opportunities with Cambridge Non-Profit Housing Corporation. Only those selected for an interview will be contacted. No phone calls or placement agencies, please.