



ASSISTANT MANAGER, RENT ASSISTANCE

POSITION OVERVIEW:

Under the supervision of the Manager, Tenant Relations, the Assistant Manager will coordinate and monitor the completion of duties within the Social Housing/Rent Assistance portfolio.

RESPONSIBILITIES:

- Ensure compliance with Provincial Government Acts, regulation/legislation, and other requirements.
- Create and maintain departmental budgets.
- Oversee the preparation and submission of monthly government claims and reports.
- Ability to manage complex and difficult situations in relation to people.
- Oversee the maintenance of the waitlist and the rent supplement program; Recommend adjustments to the waitlist and rent supplement program based on community requirements.
- Approval of eligibility of applicants and performance of income verifications on all prospective recipients.
- Monitor and maintain annual income reviews and rental rate reviews.
- Determination of monthly rental amounts and adjustment of rents in accordance with regulation/legislation.
- Assist in the coordination of bi-annual inspections and any other required inspections to ensure all Wood Buffalo Housing mandates and programs are being followed.
- Review recipient files to ensure ongoing compliance and remove recipients as required, which may involve evictions.
- Supervise staff workloads and schedules, monitor completion of duties and implement necessary changes.
- Train and orientate new/existing staff.
- Ability to provide thorough feedback to enhance individual performance, provide team members with written performance appraisals.
- Interact professionally with clients, co-workers, contractors, and management.
- Interact with Condo Associations and represent Wood Buffalo Housing on the appropriate Condo Boards as needed.
- Attend and participate in Tenant communication meetings and attend monthly partnership meetings.
- Working collaboratively with community agencies as required.
- Ensure all efforts are made to collect outstanding rent and damages.
- Ensures employees are adhering to OH&S requirements.
- Other duties as required.

QUALIFICATIONS/EXPERIENCE:

- A University degree or Community College diploma or certificate in Business Administration, Property Management or equivalent.
- Minimum 5 years' experience in policy and program development and review
- Demonstrated ability to work both independently and as a team member and to make decisions in a complex environment.
- Demonstrated leadership and organizational/time management skills are essential to this position as well as good communication and interpersonal skills.
- Previous experience managing or coordinating staff.
- Experience dealing with highly confidential information and sensitive issues.
- Ability to deal with vulnerable populations and make appropriate referrals.
- Ability to work within a unionized environment.
- Proven ability to identify, evaluate, and develop new ideas with supportable results.
- Exemplary customer satisfaction skills, including dealing effectively with tenants, co-workers, public and management team.
- Exceptional computer skills, including MS Office (Word, Excel, Outlook) and Yardi.
- Valid Class 5 driver's license with five years' driving experience and abstract acceptable to Employer, plus own vehicle.
- Must provide a criminal record check for review and acceptance.
- Must provide proof of vaccination for Covid-19.

WORKING CONDITIONS:

- Normal office conditions.
- Evenings and weekends as required.

HOW TO APPLY:

Please email your cover letter and resume to Gina Walsh, HR Manager, gina@wbhousing.ca.

You can also drop off in person to:

WBH Administration Office
9915 Franklin Avenue, Suite 9011
(Provincial Building)
Fort McMurray, AB T9H2K4