



NOW HIRING TENANT RELATIONS OFFICER (TRO)

This is a permanent, full time unionized position. Responsible for ongoing relationships between the Local Housing Organization (LHO), tenants and the general public, including rental assessment, management of the tenancy agreement, residential tenancy act and explanation of Nunavut Housing Corporation (NHC) and Iqaluit Housing Authority (IHA) procedures and programs.

Tenant Relations/Public Relations/Collections:

- maintain accurate, up-to-date file on all tenants, both in tenant files and in rent scale database,
- excellent communication skills in both languages (Inuktitut and English),
- fully explain the tenancy lease; carry out home visits to explain leases, rental rates, proposed action against tenants for non-payment of rent/tenant damages and follow up in writing,
- ensure that tenants receive monthly notices of rental assessment and pay rent,
- receive and investigate tenant complaints and concerns,
- prepare applications under the Residential Tenancies Act;
- represent the LHO at Rental Hearings; and
- assist in the preparation for the LHO Board of Directors meetings.

Must have the following skills:

- High school diploma plus Post-Secondary education in administration and/or equivalent experience,
- computer training and experience using MS Windows programs such as MS Excel, MS Word, electronic mail programs such as Gmail, Hotmail, etc.,
- must be an outstanding resident in the community with no Criminal Record,
- experience in administrating policy and procedures,
- ability to deal with the public in a confidential and professional manner,
- bilingual Inuktitut/English – speaking and reading; writing an asset,
- a valid driver's license (or willingness to obtain one within 60 days),
- ability to deal with sensitive and difficult situations, and
- ability to work as a team member with minimal supervision.

This is a unionized position and offers the following:

- Salary negotiable based on work experience
- NEBS pension plan with health care benefits
- VTA, settlement, clothing allowances and bilingual bonus

Competition Open Until Friday, March 8th, 2019

Please send resume and cover letter to

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