

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2023-219

POSITION TITLE: Contract Admin Assistant - Housing	
DEPARTMENT: Housing	STATUS: Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: December 1, 2023, for 3 months or the return of the incumbent
REPORT TO: Senior Property Manager	HOURLY RATE: \$22.65
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Admin Assistant - Housing, will work out of the Neighbourhood Group's housing sites and will assist the Housing team with the coordination of maintenance for tenants, distributing and collecting work orders and other administrative duties. Duties include but are not limited to: filing, preparing notices and other documents, distributing material, and operating office equipment. The Admin Assistant - Housing will also assist the Housing Teams with all clerical duties. The position will report to the Senior Property Manager and is part of **CUPE LOCAL 7797**. Scheduled hours of work will not exceed 35 per week and could include evenings and weekends.

MAJOR DUTIES:

- First point of contact for tenants, visitors and contractors at Housing sites.
- Answer and transfer incoming telephone calls and take messages. Provide telephone assistance to tenants.
- Prepare and maintain office files, including tenant records.
- Prepare correspondence, memos, reports, and other documentation.
- Schedule lease signing with prospective tenants, and record the delivery of keys.
- Ensure appropriate notices regarding rent arrears, pest treatment and notice of entry are promptly delivered as directed by the Senior Property Manager and Property Manager
- Annually update tenant leases, in consultation with the Senior Property Manager and Property Manager.
- Distribute and collect work orders for Maintenance staff.
- Assist with the coordination of and recording pest control measures.
- Work with the maintenance staff to schedule maintenance, maintain building records, reports, work orders, notices, tenant key packages under the direction of the Senior Property Manager and Property Manager.
- Provide administrative support to staff, including but not limited to arranging for couriers, input of reports/other data, reference checks, scheduling meetings, filing, etc.
- Maintain client confidentiality and adhere to the Neighbourhood Group and Home's policies and procedures,

REQUIREMENTS & QUALIFICATIONS:

- 2 or more years' professional experience in an administrative role.
- Knowledge of the Residential Tenancy Act.
- Working knowledge of HMWorx database would be an asset.
- Able to work with irate and abusive persons while maintaining the ability to provide service in a calm, respectful manner.
- Sensitivity to, and respect for diverse client populations.
- Demonstrated ability to perform clerical tasks with attention to detail.
- Competence in the use of computer software, particularly MS Office, and internet applications.
- Competence in the use of office equipment.
- Good communication skills, both oral and written.
- Good interpersonal and organizational skills and a pleasant telephone manner.
- Ability to work independently with minimal supervision in a fast-paced environment.
- Ability and willingness to work from different sites.
- Attend trainings as required
- Preparedness to experience occasional exposure to filth and contagious disease, as well as irate and abusive persons.

To apply, submit your resume with "TNG2023-219" in the subject line of your email to: careers@tngcs.org