



Position:	Resident Services Assistant - Temporary
Competition#:	02-2022
Classification:	Administrative Group AG-7
Rate of Pay:	\$23.89 per hour
Hours of Work:	Part-time - 21 hours per week
Start Date:	To be negotiated with successful candidate
Posting Date:	January 7, 2022

This is a temporary 6 month, part-time position within Peterborough Housing Corporation.

Position Summary

The successful applicant will provide direct support to the Resident Services Department by assisting the Resident Services Managers in the daily operations.

Responsibilities

- Provides initial contact with residents, agencies, contractors and the public seeking assistance or information
- Reviews and provides explanation of tenancy related matters with residents including update of information and other relevant information that may result in change in housing eligibility
- Assists with unit inspections
- Update and maintain resident information on client management system
- Assist Resident Services Coordinators with a variety of monthly functions
- Assists with preparation and filing of legal applications and ensures residents know their rights and responsibilities as a PHC resident
- Support residents as needed

Qualifications

- 1-2 year Office/Business Administration diploma or equivalent
- Proven customer service and office administration skills working in a fast-paced environment.
- Excellent organizational skills and ability to work independently under pressure with speed and accuracy, to meet deadlines and manage multiple tasks simultaneously and accurately
- Excellent communication and interpersonal skills and the ability to relate effectively to staff and clients from a broad range of socioeconomic backgrounds.
- Good keyboarding skills with the ability to key large volumes of data into various computer systems quickly and accurately
- A Broad knowledge of the housing sector as it applies to Peterborough Housing Corporation with an emphasis on the lease renewal and housing application process as well as the Residential Tenancy Act, the Housing Services Act, and the various housing and support resources in the community.
- A valid driver's license and access to a reliable vehicle is required
- Proof of COVID-19 Vaccination required

Complete Job Description available upon request

Deadline for application submission is 4:00 p.m. on Thursday January 20, 2022

Please direct your application to the Director of Operations

“CONFIDENTIAL – Resident Services Assistant 02-2022”

Peterborough Housing Corporation, 526 McDonnell Street, Peterborough, Ontario, K9H 0A6
Fax (705) 742-1404 tlinton@ptbohousingcorp.ca

Peterborough Housing Corporation is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code.