

**NEPEAN HOUSING CORPORATION
JOB DESCRIPTION**

TITLE: Tenant Accounts Coordinator
REVISION DATE: March 31, 2021

FUNCTION:
Responsible for the collection of rental and maintenance arrears and related input into computerized records for Nepean Housing Corporation

DUTIES:
Under the supervision of the Tenant Services Manager, the Tenant Accounts Coordinator will:

- Prepare monthly rental and maintenance arrears reports
- Prepare and authorize repayment agreements of one to four months' duration
- Prepare repayment agreements of five and more months' duration for authorization by the Tenant Services Manager
- Refer tenants to financial assistance supports
- Prepare, process and follow-up all tenant collection correspondence (arrears/collection letters, phone calls, e-mails, etc.)
- Prepare, process and follow-up all Residential Tenancies Act (RTA) documents (N4, N5, L1, L2, etc.)
- Correspond with collection agencies to provide all necessary documentation and follow up on collection results for former tenants
- Attend the Landlord Tenant Board (LTB) or Small Claims Court for relevant arrears
- Arrange for the Sheriff to execute evictions
- Prepare arrears/collections reports for Board meetings
- Prepare reports recommending past tenant account write-offs for June and December Board meetings
- Verify and input all rent charges/changes, maintenance charges, and other related household charges into Yardi
- Post all receivables into Yardi
- Prepare and post pre-authorized transactions (ACH) from Yardi
- Receive and post e-transfer transactions from e-mails into Yardi
- Prepare bank deposits from Yardi
- Provide advice and input on policies/procedures related to rental/maintenance arrears, rent collection, Yardi, etc.
- Respond to all inquiries related to accounts receivable
- Monitor and action credits on accounts
- Prepare year-end tax receipts for households upon request
- Co-ordinate with the Financial Services Officer to balance the general ledger
- Prepare, reconcile and submit monthly Rent Supplement Reports to the RS Department
- Provide back-up support to the Tenant Rental Coordinator (marketing of units, rent calculations)
- Provide back-up support to the Tenant Relations Coordinator (directing calls/inquiries/work orders)
- Perform other duties as assigned.

RELATIONSHIPS:
Nepean Housing Corporation Staff and Board
Applicants / Tenants
General Public
Collection Agencies
Housing Loss Prevention Workers
Legal representatives / agencies / clinics
LTB Staff
Contractors

SUPERVISES:
N/A

EDUCATION OR EQUIVALENT KNOWLEDGE:

High school diploma minimum, Office Administration Certificate from a community college preferred; basic accounting skills; excellent knowledge of accounts receivable; excellent customer service skills; excellent written and interpersonal communication skills as relevant to the position; working knowledge of a variety of computer software processes, particularly the Microsoft suite of products; working knowledge of the Residential Tenancies Act (RTA), Housing Services Act (HSA) and related regulations. General knowledge of non-profit housing and Yardi software would be assets.

EXPERIENCE REQUIRED:

Minimum three years' experience with multi-tasking within a busy office environment, experience in dealing with accounts receivable and client issues. Experience working in a non-profit environment would be an asset.

OTHER

A valid driver's licence with access to a vehicle would be assets. A criminal reference check is mandatory.

Executive Director

Human Resources Committee