

**NEPEAN HOUSING CORPORATION  
JOB DESCRIPTION**

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**TITLE:** Tenant Relations Coordinator (prev. Office Coordinator)  
**REVISION:** June 2021

**SUMMARY:**

Responsible for main reception duties; triaging, monitoring and follow-up of all customer enquiries including community maintenance issues; and providing administrative support to Property Services, Community Development and Tenant Relations departments.

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**DUTIES:**

Under the supervision of the Tenant Relations Manager, the Tenant Relations Coordinator will perform the following duties:

1. Reception:

- Receive inquiries from customers via walk-in, telephone or e-mail and direct to appropriate department/staff
- Provide information to the public and applicants regarding NHC rental process (both RGI and market)
- Provide information to the public regarding non-profit housing options and The Registry
- Provide basic trouble-shooting triage assistance to callers for complaints, refer to appropriate Manager
- Assist with basic rent calculations, lease renewals and unit showings in the absence of the Tenant Rental Coordinator
- Assist with rent collection in the absence of the Tenant Receivables Coordinator; have a basic understanding of accounts receivable to assist with tenant inquiries
- Review and control all utility charges for move-outs/ins etc., advise utility companies of tenant move-in/out; troubleshoot billing issues
- Maintain all office equipment
- Maintain vehicle parking inventory and provide updates to Response Security
- Ensure all supplies and forms required for office processes, operations and functionality are adequately stocked and re-ordered prior to depletion of stock
- In collaboration with Property Services and Community Development, prepare tenant newsletter, tenant handbook and other communication notices (24-hour, programming, etc.), as required, by composing and copying
- Prepare photocopies, dispatch and receive faxes, ensure correspondence is promptly mailed and/or distributed
- Perform other administrative duties as assigned

2. Property Services:

- Prepare work orders and maintain the property management work order system; prepare monthly work order reports and review with Property Services Manager
- Provide basic trouble-shooting triage assistance to callers for maintenance requests
- Prepare, prioritize and dispatch work orders
- Assist with ensuring in-house work orders are up to date and comprehensive in Yardi
- Assist with work order summaries, tenders and communicating with contractors

- In collaboration with Property Services, assist with coordinating and scheduling maintenance work with Property Services Staff and tenants, fire alarm and smoke / CO testing, move-out inspections, and other maintenance activities
- Follow-up on completed work orders with tenants to assess responsiveness and quality of work
- Co-ordinate contractor work and advise tenants / community where required (water shutdown, restricted access to specific areas, etc.)

3. Other Duties:

- Assist with deliver notices to tenants and open doors for contractors
- Perform other duties as assigned

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**RELATIONSHIPS:**

NHC Staff and Board  
Applicants/Tenants  
General Public  
Contractors  
Suppliers  
Utility Companies

**SUPERVISES:**

N/A

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**EDUCATION OR EQUIVALENT KNOWLEDGE:**

Office Administration Certificate from a community college would be an asset; minimum high school diploma. Highly motivated, detail orientated individual with the ability to prioritize and meet tight deadlines. Ability to communicate and interact competently and professionally in a variety of settings, both orally and written in English. Proficiency in French is a definite asset. Word processing skills, web based technology; strong interpersonal, communication and customer service skills; excellent knowledge of a variety of computer software processes, including Microsoft Suite; knowledge of Yardi an asset. General knowledge of non-profit housing is an asset. Able to interact with all levels within an organization while demonstrating a strong commitment to quality, people, processes, policies, and confidentiality. Demonstrate a strong code of ethics while adhering to and protecting client and employee privacy.

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**EXPERIENCE REQUIRED:**

Minimum two years' experience with multi-tasking within a busy office environment with client contact, especially by phone. Experience working in the housing sector is an asset.

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**OTHER:**

A valid driver's licence and use of a vehicle required. A satisfactory criminal reference check is mandatory.

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Executive Director

Corporate Governance & HR Committee