

NEPEAN HOUSING CORPORATION JOB DESCRIPTION

TITLE: Property Maintenance and Office Assistant – Summer position
DATE CREATED: May 29, 2023

FUNCTION:

Reports to the Property Services Manager and the Tenant Services Manager. The Property Maintenance and Office Assistant will focus on contributing to a clean and safe environment for all tenants and providing administrative support.

DUTIES:

Under the supervision of the Property Services Manager and the Tenant Services Manager, the Property Maintenance and Office Assistant will:

- Provide information to the public and applicants regarding NHC rental process (both subsidized and Market)
 - Receive inquiries from customers via walk-in, telephone or e-mail, direct to appropriate department/staff
 - Provide basic trouble-shooting triage assistance to callers for maintenance request
 - Prepare work order requests from tenants and staff
 - Performing grounds keeping and cleaning duties at NHC properties
 - Assist the Property Services team with the preparation of vacant units
 - Assist the Property Services team with back and front yard inspection
 - Assist in a variety of repair activities – painting, fence repairs and light replacements
 - Assist the Tenant Services team with filing and organizing of office supplies and storage spaces
 - Perform other duties as assigned
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RELATIONSHIPS:

Property Services Manager
Tenant Services Manager
Nepean Housing Corporation Staff and Board
Applicants/Tenants
General Public
Contractors
Suppliers
Utility Companies

SUPERVISES: N/A

EDUCATION OR EQUIVALENT KNOWLEDGE:

Relevant Post-Secondary Education in a related field
Demonstrates ability to work in a respectful manner
Excellent customer service skills
Excellent interpersonal communication skills as relevant to the position
General knowledge of non-profit housing would be a definite asset
Ability to speak a second language would be considered an asset

EXPERIENCE REQUIRED:

Ability to follow verbal and/or written direction/procedures
A valid driver's licence as well as a clear criminal reference check is mandatory

Executive Director

Human Resources Committee