



## Job Description

**Position:** Bilingual (French/English) Leasing Officer

**Reports to:** Housing Manager

**Hours:** Full-Time, 37.5 hours per week

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### General Description:

The Leasing Officer works as part of a team with responsibility for administering the leasing of assigned buildings, managing tenant related matters, administering associated rental activities, providing liaison with The Registry and other community partners, and working to maintain Gloucester Housing Corporation's service standards. Promotes positive professional relationships between tenants and the landlord and works to encourage greater tenant engagement within GHC communities. Tenant Engagement is defined as, "...Consulting & working with tenants to share information & ideas to effect positive change in the operation of GHC, and assisting & supporting in the development & operation of tenant associations with the goal of building skills, strengths & capacity to engage effectively in their communities.

### Responsibilities:

1. Works under the supervision of the Housing Manager to administer the leasing of all assigned buildings in consultation with the team by:
  - Administer move-out notices from tenants and ensure move-out letters and tenant questionnaires are sent out.
  - Consulting with the Finance Officer to confirm rents.
  - Arranging and conducting unit viewings with prospective tenants.
  - Coordinating move-out/in dates in consultation with the tenant and GHC staff.
  - Calculating subsidized and market rents.
  - Checking Gloucester Housing's transfer waiting list for tenants as units become vacant for appropriate placement and passing to Housing Manager for decision.

- Answering inquiries and processing applications from prospective tenants, including credit and tenancy checks, income verification, preparing leases, and inputting tenant data.
- Takes enquiries and processes applications from prospective tenants, ensuring that credit and tenancy checks, income verification, preparation of leases, and inputting tenant data.
- Reviewing applications for subsidized housing and updating documentation from prospective tenants to ensure their eligibility, including priority confirmation and outstanding arrears with other social housing providers.
- Coordinating the Lease Signing/Orientation sessions with new tenants and other departmental staff; and
- Entering tenant and unit data.

2. Tenant-related matters across Gloucester Housing communities by:

- a) Responding to housing complaints from tenants in a timely manner and providing written documentation on complaints and action taken. Advising the Executive Director of any situation/problem where additional intervention and/or legal action may be required.
- b) Visiting tenants in their units and meeting tenants at Gloucester Housing offices when required.
- c) Preparing and serving RTA notices and attending LTB hearings.
- d) Work with the team to promote community engagement and to enhance community safety.

3. Conducting Lease Renewals:

- Ensuring proper income verification and other required documents are received.
- Calculating subsidized and BMR rents.
- Sending out Lease Renewals.
- Filing Lease Renewals, and
- Inputting revised rents and updating tenant files.

4. Carrying out regular on-site visits to all GHC communities to ensure curb appeal and reporting to the Housing Manager.

5. Implements marketing and advertising strategies for assigned buildings, in consultation with the Executive Director and the team.

6. Administers associated rental activities by:

- Updating the web site, including the posting of vacancies.
- Providing information to tenants requesting transfers and rent subsidies, including Gloucester housing stock, eligibility criteria, and procedures for applying.

- Ensuring applicants are treated fairly throughout the application and tenant placement process in conformity with Gloucester Housing's policies and procedures, and legislated requirements.

7. Liaison with The Registry and other Community Partners by:

- Updating The Registry database on all applicant activity, including change in status, pending, on offer, housed, location, move-in date and all discussion with applicant that relates to housing need/requirements.
- Contacting Registry staff to discuss database issues or additional information required.
- Reporting on problems with the database or other concerns.
- Referring tenants to appropriate community partners for support, and
- Advising and consulting with community partners on tenant-related and housing support issues, including community safety issues and complaints from the wider community.

8. Provide a front line service to tenants and customers requiring service at Gloucester Housing offices. Includes taking queries about housing, and general queries from tenants. Process work orders and pass on messages.

9. Performs such other duties as may from time to time be assigned by the Executive Director.

## Job Specification

<b>Knowledge, Skills, Ability, Experience, Attitude</b>	<b>Job Requirement</b>	<b>Assessed by</b>
Experience	Previous experience working in a social housing organization desirable.	Resume and Interview
Knowledge	Working knowledge of Residential Tenancies Act, Housing Services Act, and other legislation relevant to social housing.	Resume and Interview
Skill	Excellent written and spoken English and spoken French essential	Resume and Interview
Ability	Work in a team environment and show a demonstrated efficiency in their use of time.	Resume and Interview
Experience	Minimum 5 years experience working with the public	Resume
Experience	Experience in computer applications, skill and accuracy in data entry, databases and websites in a network environment	Resume, Interview, and Test
Qualifications	Post-secondary qualification; an undergraduate degree is strongly preferred.	Resume and interview
Skills	Ability to communicate with people from various ethno/socio/economic backgrounds.	Interview
Ability	Commitment to working in a diverse workplace	Interview
Knowledge	Understanding of the needs of vulnerable people experiencing poverty.	Interview
Attitude and Ability	Be able to take instruction from a Supervisor and have a positive attitude to team working	Interview
Attitude and Ability	Flexibility when required, which could include working overtime as required at short notice, to provide an excellent service to Gloucester Housing tenants	Resume and Interview
Understanding	Understanding the importance of boundaries with tenants	Resume and Interview
Understanding	Have a sympathetic, yet firm approach to deal with clients who may be angry or abusive	Resume and Interview
Skill	Being able to prioritize workload and work alone	Interview