



Rent Collections Officer

CCOC is looking for a Rental Collections Officer for a regular full-time position in our Rentals Department.

About us: Centretown Citizens Ottawa Corporation is a community-based, tenant and member directed, non-profit housing organization whose mission is to create, maintain and promote housing for low and moderate-income people. We are a progressive employer of choice that values diversity, collaboration, inclusive and open decision-making, innovation, creativity, and sustainability in all that we do.

Are you the right fit for our team? Our ideal candidate is proficient in English/French and a friendly and energetic multi-tasker who enjoys a fast-paced workday while working with a variety of people. Experience in social and residential rentals is a strong asset. The ideal person is a strong communicator who knows their way around an Excel sheet. This position requires some work from CCOC's office at 415 Gilmour Street.

Position type: Regular full-time.

Compensation: Starting wage between \$54,691 and \$62,504, based on experience and qualifications. Compensation is based on a 35-hour work week. Maximum compensation for this classification is \$70,317.

Benefits: OMERS defined benefits pension plan; Employee and Family Assistance Plan (EFAP); and generous time-off from day one. Group Insurance and Supplementary Medical Plan (dental/eyewear) after six (6) months of employment.

Application deadline: April 25th, 2022 at 9:00am.

How to apply: Forward **resume** and **cover letter** by email to hire@ccochoousing.org.

Your cover letter should specifically address how you meet the education, experience, competencies and skills listed in this job description.

It is CCOC's goal to be an inclusive organization and we are dedicated to building a workforce that reflects the diversity of the community in which we live and serve. We, therefore, actively seek to recruit candidates who are Indigenous, Black, Persons of Colour (IBPoC), persons from the LGBTQIA2+ community, persons with disabilities and women. Preference will be given to candidates with skills in additional languages, and candidates with personal or professional experience with marginalized communities.

While we appreciate all applications, only those selected for an interview will be contacted. **If you require accommodation during the interview process, please advise us when initially contacted.**

Rent Collections Officer

Reports To: Director, Rental
Department: Rental Department

Summary

The Rent Collections Officer handles the processing, recording, collection, reconciliation and deposit of tenant receivables; works with tenants to negotiate repayment agreements; submits notices for evictions and represents the corporation at non- payment hearings at the Ontario Landlord & Tenant Board.

Responsibilities (this is not an exhaustive list)

1. Accounts for the recording and collection of tenant/Rent Supplement receivables by:
 - Establishing and modifying all Pre-Authorized Payment (PAP) plans for new and in situ tenants as required;
 - Preparing PAP data for transmission for processing; reviewing and modifying data as necessary;
 - Collecting, recording and reconciling post-dated cheques;
 - Accounting for miscellaneous deposits on receivables;
 - Coordinating the monthly charges schedule and ensuring that all relevant tenant data is updated by the Rental Officers in the Property Management system before running the charge-up routine;
 - Overseeing the reconciliation of receipt batches and daily bank deposit slips;
 - Reviewing and recording deposit items returned from the bank (NSF's);
 - Investigating and correcting discrepancies to tenant accounts;
 - Performing required data entry with respect to other tenant account adjustments as initiated by Rental Officers;
 - Preparing monthly claims for Rent Supplement units, review data, and have Rental Officers verify; make appropriate changes;
 - Submitting monthly and yearly Rent Supplement claims to funding agent liaison, following-up as needed, and making reconciliations as necessary.

2. Manages tenant accounts by:
 - Sending notices of unpaid accounts;
 - Contacting tenants in writing, by phone and/or in person to arrange payment of rent or other charges in arrears;
 - Liaising with Rental Officers with respect to tenants experiencing financial difficulties;

- Preparing and serving notices of termination;
 - Preparing and forwarding delinquent accounts to the collection agency and reporting to the Social Housing Registry;
 - Following up on delinquent accounts and reconcile as needed, accompany collection agency to court to represent the Corporation for garnishment cases when necessary;
 - Preparing documentation for monthly review by the Executive, Rental and Finance Committees regarding evictions, arrears and bad debts, and periodically making recommendations to Executive to evict at lease renewal date due to Persistent Late Payment of rents;
 - Making applications to the Landlord Tenant Board and/or Provincial Court to proceed with eviction for non-payment issues and representing CCOC/CCHC at court hearings;
 - Making application to the Sheriff's office for eviction when necessary.
3. Assisting in providing support to other departments and maintaining accurate financial records of the Corporation's operating activities by:
- Assisting in the preparation of audit working papers related to various receivables: tenants, rent supplement and other forms of subsidies.
4. Performs other duties as requested by the Director of Rentals of the Executive Director.

This position supports the work of Centretown Citizens Ottawa Corporation, Centretown Citizens Housing Co-Operative and Cahdco (Centretown Affordable Housing Development Corporation)

Education and Experience

- 2 years of post-secondary education
- 5 years of related work experience
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements
- Intermediate ability to use Microsoft Office
- Knowledge of Yardi Voyager is considered an asset
- Advanced verbal and written communication in English and French
- Knowledge of additional language is considered an asset
- Familiarity with property management practices, the Residential Tenancies Act, Landlord Tenant Board processes and the social housing sector is an asset.

