



RENT SUPPLEMENT CLERK

POSITION OVERVIEW:

Under the direction of the Manager, Tenant Relations and in support of the Rent Supplement Administrator, the Rent Supplement Clerk is responsible to administrate the Rent Assistance Benefit, and the Temporary Rent Assistance Benefit programs. Duties include processing new clients, performing rent calculations for annual income reviews and mid-term adjustments in accordance with legislation, policies, and procedures. Other related duties.

RESPONSIBILITIES:

- Enter new clients into YARDI database, prepare agreements/contracts and letters.
- Book appointments to have clients sign and review agreements/contracts. Update information changes as required.
- Annual Review: Prepare request for information letters to be mailed to clients for Annual Review; calculate subsidy amounts and prepare agreements and letters for the client.
- Prepare letters for Administrator's signature for changes and annual reviews to clients.
- Change in Rental Information/Change of Household Information: review documents, calculate subsidy amounts and prepare agreements and letters for the client.
- Holding of subsidy: responsible for follow up of subsidies that are held monthly.
- Revoke: prepare final letter; remove client from YARDI database.
- Update all client information changes in Yardi, including but not limited to move ins, move outs, and address changes.
- Filing: file and upload tenant files, and archive files.
- Comply with Rent Supplement Regulations and the Social Housing Accommodation Regulations as well as all internal policies.
- Issue cheques to clients and receive the rental receipts.
- Upload receipts in Yardi.
- Meet with clients regarding information pertaining to their file and explain the relevant regulations that pertains to their situation.
- Contact and receive calls and emails from clients and/or their guardians/trustees.
- Monitor past tenant collections for current recipients to continue to ensure eligibility as required.
- Other duties as assigned.

QUALIFICATIONS/EXPERIENCE:

Education and Experience

- Completion of Grade 12.
- Completion of a two (2) year Business Diploma or equivalent to completion of two years of college-level coursework in business or a field related to the work.
- Minimum of 2 years office administrative experience.
- Basic accounting skills would be an asset.
- FOIP certification would be an asset.

Skills

- Exemplary customer satisfaction skills.
- Conflict resolution skills are required as this position often interacts with people in crisis or facing difficult challenges.
- Sensitive to the dignity of those who need social housing.
- Excellent written and verbal communication skills.
- Ability to handle a high volume of work with tight timelines.
- Excellent computer skills in Microsoft Office Suite of products.
- Knowledge of the Alberta Residential Tenancies Act and Alberta Housing Act.
- Knowledge of Yardi is an asset.
- Valid class 5 driver's license with 3 years of driving experience and clean abstract.
- Must provide a Criminal Record Check for review and acceptance.

WORKING CONDITIONS:

- Busy office environment with interruptions from staff, clients, and distractions resulting from office equipment noise and human interaction.
- Evening and weekend hours as required with prior supervisor approval

SALARY:

\$32.11 per hour **

We appreciate the interest of all applicants; however, only those selected for an interview will be contacted.

**Cost of Living Allowance of \$480 bi-weekly included in rate of pay and is based on full-time hours worked.