

Eastwood Housing Corporation is looking for a highly motivated and detail-oriented Tenant Coordinator to support our Property Management Corporation.

**Are you the person for the position?** Our ideal candidate will have at least 3 years customer service experience, preferably in the Housing Sector and strong analytic skills. The candidate will have experience with the Microsoft Office Suite, HM Worx or other Property Management Systems and the ability to maintain confidentiality whiile working in a high pressure environment. They will also be a self-started and can work as part of a team and have excellent communication skills both verbally and written.

**Sound interesting?** Apply to be our next Tenant Coordinator by sending your cover letter and resume to jobs@eastwoodhousing.ca quoting the job title in the subject line.

Eastwood Housing Corporation provides 271 units across 9 properties in St. Thomas, Ontario and is a Faith-Based, Non-Profit Organization whose team of motivated and professional staff are committed to Ministering to St. Thomas, Ontario through Affordable Housing. Our inventory includes both senior and family complexes for all to enjoy a safe and caring enviornment.

Preference will be given to candidates with personal and professional experience. We thank all for applying but only those selected for an interview will be contacted.

This position offers paid time off and a comprehensive benefit package.

**Posting Date: September 17, 2020**

**Application Deadline: 3:00pm Wednesday, September 30, 2020**

**EASTWOOD HOUSING CORPORATION
TENANT COORDINATOR**

**Reports to: Director of Operations**

* Responsibilities
	+ Answer the phone
	+ Hand out and receive applications mandating use of Market & RGI Application on our website.
	+ Screen prospective tenants and show them units for rent to ensure all vacant units are rented in a timely manner
	+ Set up new tenant info/rent worksheet and/or lease into HM-WORX
	+ Set up lease signing appointment to review lease and major items in lease
	+ Adjust rent for mid-year income/tenancy changes and prepare papers after Annual Review documents are in. Send out rent increase notices at applicable times
	+ Field all tenant issues via website or in person submitted in writing.
	+ Attend various meetings when requested by Director of Operations
	+ Participate in occasional tenant inspections when requested by Director of Operations
	+ Review all outstanding rent arrears with Director of Operations and set a repayment plan
	+ Issue all Legal Forms as needed; attend LTB Hearings in person and/or on conference calls/video calls
	+ Contact tenants in writing that need to deliver documents for Annual Review or Mid-Year Income changes
	+ Contact tenants in writing to issue N2’s, notice of rent increase to market tenants
	+ Update Arrears Chart for Elgin/St. Thomas Social Services.
	+ Update Provincial properties occupied/vacant list
	+ Update Unit Activity Data Report
	+ Any other duties as assigned by Management