

Applications Assistant—Métis Urban Housing Corporation**Locations:** Edmonton**Positions :** 1**Position Status:** Full Time (37.5 hrs. per week)**THE ORGANIZATION**

Métis Urban Housing Corporation (MUHC), an affiliate of the Métis Nation of Alberta, was **incorporated in 1982** to provide **subsidized, adequate and suitable** housing to low and moderate income Indigenous families in Alberta. We currently have 507 units in 14 **urban centres** funded by the Federal Government through Alberta Seniors and Housing. MUHC employs over 40 full and part time staff; together we oversee tenant relations and property management needs for thousands of tenants. Unlike any other subsidized property management company in Canada, we offer housing across the province of Alberta and are the **largest Indigenous housing provider in Alberta**. For more information about Métis Urban Housing and its sister organization Métis Capital Housing Corporation (MCHC), visit our website at www.metishousing.ca

THE OPPORTUNITY

The Applications Assistant represents Métis Housing and ensures all applications are recorded in PTM, correspondence with applicants is noted, and the files are prepared for approval.

KEY RESPONSIBILITIES

In a representative capacity, the Applications Assistant is the first point of contact for Métis Housing, ensuring an attentive, professional, and responsive approach is conveyed to all applicants. The Applications Assistant must be solution-focused, using tact and diplomacy to resolve issues.

- Receive, process, and enter all rental applications to completion.
- Prepare correspondence advising applicants of the status of their application.
- Follow up with applicants for required documentation.
- Prepare and maintain accurate and complete application files.
- Input all required information into PTM.
- Maintain respectful and professional interactions with all tenants and applicants.
- Provide reception coverage as required.
- Perform other duties as assigned.

Community Relations

- Liaises with community associations, agencies and stakeholders
- Represents the organization at community activities to enhance the organization's community profile
- Participates on committees, task forces and special projects as required

Accountabilities

- Time
- Cost
- Quality

QUALIFICATIONS**Education**

- Business or Office Administration diploma and a data entry certificate
- 2 years experience in data entry and administrative work required.

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- **Customer Service Orientation:** Demonstrates professionalism, patience, and empathy in all interactions with applicants and tenants. Strives to meet and exceed client expectations by providing prompt, accurate, and courteous service.
- **Attention to Detail:** Maintains accurate and complete records in PTM and physical files. Ensures all data entry, correspondence, and documentation are handled with precision and consistency.
- **Communication:** Communicates effectively in both written and verbal forms, using clear, concise, and grammatically correct language. Demonstrates active listening and provides clear explanations to applicants and stakeholders.
- **Organizational and Time Management:** Manages multiple priorities and deadlines efficiently. Uses effective planning and prioritization to maintain workflow and meet expectations.
- **Confidentiality and Integrity:** Handles sensitive applicant and tenant information with the highest degree of privacy. Demonstrates sound judgment and ethical decision-making in all matters.
- **Problem-Solving and Decision-Making:** Identifies issues proactively and applies tact and diplomacy to resolve them. Demonstrates initiative in seeking practical, fair, and timely solutions.
- **Adaptability and Learning Agility:** Adapts quickly to changing work requirements, systems, and processes. Demonstrates a willingness to learn new tasks and technologies efficiently.
- **Collaboration and Relationship Building:** Builds positive working relationships with team members, applicants, and community partners based on mutual respect and trust. Contributes to a supportive and inclusive work environment.
- **Technical Proficiency:** Demonstrates competence in Microsoft Office (Word, Excel, Outlook) and internal software systems such as PTM. Maintains digital accuracy and supports efficient electronic workflows.
- **Cultural Awareness:** Demonstrates understanding and respect for Métis culture, values, and community. Works effectively within an Indigenous not-for-profit context.

WORKING CONDITIONS

- Works in an office environment, usually works a standard work week, some overtime may be required during specific periods of the accounting cycle such as the annual audit.
- The incumbent will spend a significant portion of time using a computer, which can lead to muscle fatigue.

WHAT WE HAVE TO OFFER YOU

- The opportunity to work with a non-profit Indigenous organization
- A comprehensive benefits plan including: life insurance, disability, health, and dental
- Generous vacation time
- Generous Personal time off
- Employer matching RRSP to support retirement plans
- Personal development
- Competitive compensation
- Compensation for professional fees

HOW TO APPLY

Applicants should send a resumé and cover letter outlining how they meet the specific requirements of the position by email to: hr@metiscapital.ca or by Fax: 587-855-6470. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.