

Tenant Relations Liaison

Locations: Edmonton

Position Status: Full Time (37.5 hrs. per week)

THE ORGANIZATION

Métis Capital Housing Corporation (MCHC), an affiliate of the Métis Nation of Alberta, was **incorporated in 2009** to provide **affordable, adequate and suitable** housing to moderate-income Indigenous families in Alberta. We currently have 370 units in 5 **urban centres**. MCHC 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, together with our sister organization Métis Urban Housing Corporation, we offer housing across the province of Alberta and are the **largest Indigenous housing provider in Alberta**.

For more information about Métis Capital Housing and its sister organization Métis Urban Housing Corporation (MCHC), visit our website at www.metishousing.ca

THE OPPORTUNITY

The Tenant Relations Liaison maintains effective relationships between tenants and Métis Housing and ensures all tenants are accommodated according to the Alberta Residential Tenancies Act guidelines.

KEY RESPONSIBILITIES

Tenant Relations

- Facilitate tenant move-ins/move-outs.
- Conduct quarterly home visits, notify maintenance of issues, and record data in the database or inform tenants of any violations and damages.
- Educate tenants on proper home maintenance and care.
- Collect damage deposits and first-month rents.
- Determine tenants' base and monthly rent, adjusting as necessary based on income changes.
- Process lease renewals, ensuring all paperwork is accurately completed and filed in the PTM database.
- Clarify lease terms and responsibilities according to the Residential Tenancy Act (RTA) and site regulations.
- Investigate and address tenant complaints promptly and effectively.
- Coordinate with external organizations regarding tenant concerns.
- Identify and address tenant-caused damages including cost recover processes.
- Manage the refund for damage deposits.
- Address tenant inquiries promptly to maintain satisfaction with management.
- Ensure timely distribution of company or community notices.
- Enforce company policies consistently.
- Participate in and prepare for Residential Tenancy Dispute Resolution Service (RTDRS) hearings.
- Cultivate positive relationships with tenants and prospective applicants.

Administrative

- Adhere to company procedures and systems for efficient workflow.
- Maintain accurate and complete tenant records.
- Verify the accuracy and completeness of the PTM database for assigned tenant portfolios.
- Ensure all administrative documentation is accurate, complete, and submitted promptly.
- Respond promptly to emergencies, following company guidelines to mitigate liabilities such as criminal activity, injuries, fires, floods, or other incidents.

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QUALIFICATIONS

Education

- Post-secondary education or a diploma in Business or Finance is required.
- Minimum of 2 years related experience and/or equivalent combination of education and relevant work experience.

Professional designation

- None

COMPETENCIES

- **Tenant Relationship Management** - Ability to build positive, trust-based relationships with tenants, ensuring their concerns are addressed promptly and respectfully.
- **Communication and Interpersonal Skills** - Skilled in clear, respectful communication with a range of audiences, promoting understanding and collaboration.
- **Cultural Awareness and Sensitivity** - Understands and respects Indigenous cultures, especially Métis communities, and demonstrates inclusive, culturally aware behavior.
- **Legal and Policy Compliance** - Applies knowledge of tenancy laws and internal policies to ensure responsible, lawful tenant management.
- **Administrative and Technological Proficiency** - Effectively uses digital tools and office systems to manage records, documentation, and workflows accurately.
- **Financial and Numerical Accuracy** - Applies basic accounting principles to calculate and manage financial transactions such as rent and deposit refunds with precision.
- **Problem Solving and Decision Making** - Identifies tenant issues, assesses solutions, and takes appropriate, timely action.
- **Planning and Organization** - Manages tasks and priorities efficiently, ensuring timely follow-through on visits, paperwork, and tenant issues.
- **Community Engagement and Representation** - Builds productive relationships with community partners and represents the organization positively at external events.

WORKING CONDITIONS

- Works in an office environment, usually a standard work week, some overtime and travel may be required.
- The individual in this role frequently encounters pressure when assisting tenants and their families who may be encountering difficulties and obstacles.

WHAT WE HAVE TO OFFER YOU

- The opportunity to work with a non-profit Indigenous organization.
- Helping to make a difference in the lives of Métis citizens.
- A comprehensive benefits plan including: life insurance, disability, health and dental.
- Generous vacation time
- Personal time off days
- Employer matching RRSP
- Personal development
- Competitive compensation