

Senior Tenant Relations Liaison, North— 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

Métis Housing is seeking a Senior Tenant Relations Liaison to provide advanced tenant relations support while mentoring Tenant Relations staff and promoting consistent application of policies, procedures, and tenancy legislation.

This role manages a tenant portfolio, supports the resolution of complex tenancy issues, and acts as a key resource for staff on tenancy legislation, tenant engagement, and operational processes. Working closely with the Director of Housing and internal teams, the Senior Tenant Relations Liaison ensures tenants are supported in accordance with the Alberta Residential Tenancies Act and organizational policies, while fostering respectful, culturally responsive relationships with tenants and community partners.

KEY RESPONSIBILITIES

Tenant Relations and Housing Operations

- Manage a tenant portfolio, including move-ins, move-outs, rent calculations, and lease administration
- Conduct quarterly home visits; identify and report maintenance concerns
- Provide guidance to Tenant Relations staff on procedures, legislation, and best practices
- Support staff in resolving complex tenant issues, disputes, and complaints
- Assist with documentation preparation for RTDRS hearings
- Clearly explain lease agreements, tenant/landlord responsibilities, and site rules
- Investigate tenant concerns and recommend appropriate resolutions
- Collaborate with internal teams (e.g., Housing Support Worker) to address tenant barriers and promote stability
- Identify tenant damages and coordinate cost recovery and damage deposit processes
- Promote tenant engagement and responsibility for unit and property upkeep
- Ensure consistent implementation of Métis Housing policies and procedures

Mentorship & Team Support

- Provide mentorship and guidance to Tenant Relations staff and support onboarding and orientation of new team members
- Share knowledge on tenancy legislation, engagement strategies, and administrative processes
- Act as a resource for staff navigating complex tenant situations
- Identify opportunities for process improvements and service enhancements

Administrative Responsibilities

- Maintain accurate, complete tenant files in accordance with organizational standards
- Ensure proper use and accuracy of the PTM database
- Complete and review administrative documentation in a timely manner
- Assist with vacancy monitoring, rent collection, and tenant documentation
- Ensure proper documentation and communication of tenant notices
- Follow established procedures to maintain efficient workflows
- Perform other related duties as assigned

Community Relations

- Liaise with community associations, agencies, and stakeholders
- Represent Métis Housing at community events and activities
- Participate in committees, task forces, and special projects

Senior Tenant Relations Liaison, North—Métis Urban Housing Corporation

Locations: Edmonton

Positions : 1

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

KEY RESPONSIBILITIES (cont.)

Maintenance Coordination

- Ensure service requests and maintenance concerns are documented and communicated promptly
- Follow up to ensure issues are resolved and tenants are supported
- From time to time, management may assign other duties or special projects as needed to meet the goals and objectives of the department. The employee will receive clear instructions and guidance to complete such assignments successfully.

QUALIFICATIONS

Education

- Post-secondary education or a diploma in Business, Finance Social Services or a related field is required.
- A minimum of 4-5 years of related experience in tenant relations, property management, housing services or related work experience is required.

Professional Designation

- None

Core Competencies

- Strong interpersonal , communication, administrative, and organizational skills
- Conflict resolution and problem-solving abilities
- Leadership and mentorship capabilities
- Attention to detail and strong documentation practices
- Ability to manage competing priorities in a fast-paced environment
- Strong knowledge of the Alberta Residential Tenancies Act and experience handling complex tenant issues and conflict resolution
- Experience working with diverse communities; understanding of Métis culture and communities is an asset

WORKING CONDITIONS

- Fully an office-based role with occasional overtime, remote work is not available.
- Ability to travel within Alberta. A car rental is provided.
- Exposure to stressful situations when managing tenant relations and emergency issues.
- May be exposed to uncomfortable living conditions during home visits and inspections.

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 and other Indigenous peoples .
- 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

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. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.