



# GUELPH NON-PROFIT HOUSING CORPORATION

Requires a  
**Property Management Clerk**

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The mission of Guelph Non-Profit Housing Corporation (GNPHC) is building community through safe, affordable, and inclusive homes. The GNPHC team and Board envisions our community as a place where everyone is welcomed, connected, and lives with dignity.

The Property Management Clerk is responsible to ensure the smooth operation of property management services, maintaining compliance with relevant regulations, and providing essential support to tenants and the housing management team. These tasks include the following:

- **Administrative Support-** This role handles lease renewals, mid-lease adjustments, rent calculations for approximately 280 non-profit housing units and ensures compliance with Housing Services Act (HSA) and Residential Tenancies Act (RTA).
- **Rent Calculations-** Prepares rent calculations based on tenant income and other required documentation. Issues confirmation letters and maintains an organized lease renewal process.
- **Clerical Tasks-** Prepares and manages routine correspondence, tenant files, and reports. Provide backup coverage for accounts receivable and reception duties.
- **Move-In Process-** Oversees the move-in process, including lease preparations and updating tenant information in relevant databases.
- **Former Tenant Processing-** Manages former tenant files, coordinate with collection agencies, and tracks payments.
- **Board Meeting Support-** Provides clerical support for monthly board meetings, including minute-taking and preparing reports.
- **Policy and Record Management-** Creates and updates policies, maintains records of former tenant files, and handles document retention and disposal.
- **Market Rent Updates-** Calculates and updates market rents based on provincial guidelines, and inputs changes into relevant reports and databases.
- **Tenant Insurance and Payments-** Manages tenant insurance records and pre-authorized payment processes.

This role requires exceptional communication and customer service skills when interacting with tenants, social services, the team, and community agencies. Attention to detail and organization is required to best support GNPHC and tenants. A sound understanding of confidentiality is essential given the sensitive information required for this position.

The office is located at 138 Wyndham Street North, Guelph. The regular work week consists of 35 hours per week, with some flexibility required.

**The minimum qualifications for this position include:**

- High school diploma, plus an additional program of one to two years in business administration, accounting or related field.
- Minimum three years of experience in office administration field.
- Experience in basic accounting functions.
- Knowledge of the Housing Services Act and Regulations, Residential Tenancies Act.
- Exceptional customer service skills.
- Ability to work with a diverse client group.
- Application of knowledge for problem solving is required.
- Strong organizational skills with the ability to maintain accurate records.
- Well-developed written and verbal communication skills.
- Ability to maintain confidentiality.
- Working knowledge of Microsoft Office and database software.

**This position offers a comprehensive benefit package and starting salary of \$58,894.37.**

Applicants are invited to submit a resume and cover letter directly to **Victoria Toman, Housing Services Manager** at [victoriat@wellington.ca](mailto:victoriat@wellington.ca), clearly marked **Posting #03GNP-24** by **Friday, September 20<sup>th</sup>, 2024, at 4:00 pm**. Should you require accessibility accommodation through the recruitment process, please let us know and we will work with you to meet your needs. Personal information is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and will be used only to evaluate the suitability of applicants for employment.

The Guelph Non-Profit Housing Corporation (GNPHC) is committed to providing inclusive access and accommodations for disabilities throughout the application and selection process. We are continuously working to improve our systems, policies, and practices to ensure our employees, in all their diversity, can succeed. Should you require accommodation for a disability through the recruitment process, please let us know and we will work with you to meet your needs.