
Title	: Tenant Support Representative	Employee Group:	: CUPE 1287
Job Opening Id	: 45560	# Required	: 1
Business Unit	: Community Services	Division	: Housing Services
Worksite:	: Headquarters Campbell East	Standard Hours	: 35.00 / week
Full/Part Time	: Full-Time	Regular/Temporary:	: Permanent
Salary Grade	: 9	Salary Range	: \$ 30.81 - \$ 32.59
Post Date	: 2026-06-16	Close Date	: 2026-06-29

LOCATION

Location: Thorold, ON

IMPORTANT NOTICES & AMENDMENTS

This position currently falls within our hybrid model, allowing the employee to typically work a minimum of 50% of your time at your regular work location and the other 50% of time at home.

As an employer of choice, Niagara Region offers competitive salaries and benefits, a defined benefit pension plan, a corporate wellness centre, access to the Employee and Family Assistance Program (EFAP), mentorship and training programs, employee recognition programs, and more. In addition, the Region recognizes the value of having flexible work arrangements to support better work-life balance for our employees. Hybrid work arrangements may vary from one employee to another and may also differ in the number of remote workdays. These opportunities remain subject to the alignment of operational needs, business requirements, and customer service expectations.

JOB DESCRIPTION

JOB SUMMARY

Responsible for the provision of effective and timely tenant services including determining on-going eligibility for subsidy, annual and interim rent calculations, receiving and coordinating logistics for maintenance repairs, preparing invoices for payment, assisting and supporting tenants with rent and tenancy related questions, and completing tenancy administration for approximately 3,026 of the owned Niagara Regional Housing units while working within Yardi property management software.

QUALIFICATIONS

EDUCATION

- 2-year post-secondary diploma in Office Administration, Business or other related field

KNOWLEDGE/EXPERIENCE

- At least 1 year in customer service / property management field
- Rent Geared to Income (RGI) calculation experience is preferred
- At least 3 years in a maintenance related environment, property management or related field is preferred
- Course/certificate Rent-Geared-to-Income (RGI) training is preferred
- Knowledge of Yardi or other property management software is preferred
- Bookkeeping experience is preferred

SKILLS

- Microsoft Office capability, including MS Word, Excel
- Excellent organizational and phone skills
- Excellent verbal and written communication skills
- Excellent social skills and an ability to effectively manage and build relationships with difficult clients

- Ability to work in a fast-paced environment with shifting priorities and timelines
- Ability to work independently with minimal supervision and in a team environment within tight deadlines
- Knowledge of various legislation, including Residential Tenancies Act, Building Code and Housing Services Act is preferred
- Bilingual English and French is considered an asset

SPECIAL CONDITIONS

- Must possess knowledge of various government and private pensions and benefits and other sources of income for tenants
- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate

ABOUT US

Niagara Region serves a diverse urban and rural population of more than 475,000 and is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and community partners, the Region delivers high-quality programs and services that support the well-being of individuals, families and communities. Nestled between Lakes Erie and Ontario, the Niagara peninsula is home to fertile agricultural land, the majesty of Niagara Falls, vibrant modern cities, Canada's most developed wine industry, and communities rich in history, recreation and culture. With a temperate climate, breathtaking countryside and easy access to neighbouring New York State, Niagara attracts more than 14 million visitors each year, along with new residents and businesses. Niagara Region values diversity in background and experience and is committed to building an inclusive workforce that reflects the community it serves, strengthening programs and services across Niagara. While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds to apply. Our recruiters will evaluate your suitability for the role.

HOW TO APPLY

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges TODAY!

We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.

We confirm that we do not use AI in screening of applicants, and this position is an existing vacancy.

To view the full job description and requirements, visit our Careers page linked here: **Job Opening # 45560**

Let us know why you would be an excellent team member by submitting your online application **no later June 29, 2026, before midnight** by visiting our 'Careers' page at www.niagararegion.ca.

Posting Link:

https://careers.niagararegion.ca/psp/careers/EMPLOYEE/PSFT_HR/c/HRS_HRAM_FL.HRS_CG_SEARCH_FL.GBL?Page=HRS_APP_JBPST_FL&Action=U&FOCUS=Applicant&SiteId=1002&JobOpeningId=45560&PostingSeq=1