



## **CREE NATION OF CHISASIBI**

P.O. Box 150  
Chisasibi, Quebec J0M 1E0  
Tel.: (819) 855-2878 Fax: (819) 855-2875

# **JOB OPPORTUNITY**

**TITLE:** TENANT RELATIONS OFFICER

**DEPARTMENT:** HOUSING DEPARTMENT

**CORE FUNCTION:** Under the Supervision of the Director of Housing but more specifically the Coordinator of Housing Programs, the Tenant Relations Officer is responsible for improving tenant relations between the occupants of the community social housing units and the Housing Department by using property management best practices. The Tenant Relations Officer will be responsible for arrears management plans, rental agreements, tenant files, and house files and effectively addressing any complaints.

**MAIN DUTIES:**

- Keep proper records of each tenant and provide information to the Director of Housing on a regular basis.
- Communicate with tenants regarding inquiries, complaints and requests via phone, email, in-person meetings or other channels to address their concerns promptly and professionally.
- Respond to all community social housing clients and all prospective applicants by referring them to the appropriate department and/or authority.
- Ensure lease agreements are reviewed and signed with each tenant.
- Assist the Coordinator of Housing Programs and Rental Housing Administrator in informing Tenants of new or changes to any Tenant/Housing Policies.
- Provide information to the tenants about new policies, home maintenance tips and other information that may be required to be sent by the Housing Department from time to time.
- Assists in coordinating and encourages participation in tenant workshops, including basic home maintenance and financial workshops.
- Respond to Tenant complaints or concerns.
- Assist with rent collection and reception duties when requested.



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- Maintains and regularly updates the CNC housing database.
- Might be required to do presentations at Chief and Council meetings, radio, Annual General Assembly and any other event.
- Keep up to date and accurate records of tenant interactions, complaints, maintenance requests, lease agreements and other relevant documentation.
- Perform other duties as required.

### **EDUCATION REQUIREMENTS:**

- Must have knowledge of computer programs: GIS, Word, Excel, Access, PowerPoint, and Database systems, etc.;
- Must have Secondary 5 Diploma;
- College or University degree in Business, Project Management or Public Administration or equivalent;
- At least 5 years of relevant experience in Administration or Project Management.

### **EMPLOYMENT REQUIREMENTS:**

- Must be able to do presentations in public;
- Ability to speak and write English, speak Cree and knowledge of French would be an asset;
- Strong verbal and written communication skills;
- Ability to problem solve in a quick and efficient manner;
- Good sense of responsibility, take initiative and good organizational skills;
- Valid Driver's license;
- Excellent interpersonal skills, able to be diplomatic;
- Able to be flexible and willing to adapt to changing environments;
- Maintain a high sense of confidentiality
- Ability to work well under pressure;



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### **WORKING CONDITIONS:**

- Full-time position
- 35 hours per week
- Willing to work nights and weekend if necessary

### **SALARY RANGE:**

- Minimum \$50,000 to maximum: \$73,000 annually;

**For more information on the job posting, please come to the CNC Administrative building or call at (819) 855-2878 ext. 361.**

**Please note: when submitting your resume, please include copies of all diplomas, certificates, valid driver's license and Indian status card. All applicants must agree to perform a criminal background check.**

**Persons interested in this position are asked to forward their résumé/application within the prescribed deadline to the following:**

Barbara Spencer  
Director of Human Resources  
Cree Nation of Chisasibi  
P.O. Box 150  
Chisasibi, Quebec  
J0M 1E0

Or via email to: [jobposting@chisasibi.ca](mailto:jobposting@chisasibi.ca)

**Posting Date: March 19, 2024**

**End of Posting: April 5, 2024**

**\*APPLICATIONS WILL NOT BE ACCEPTED AFTER 5 PM\***