

# Assistant Housing Manager



STATUS	Permanent / Full time (35 hrs wkly)
DEPARTMENT	Client Services
DIRECT SUPERVISOR	Assistant Director of Client Services
LOCATION	Kuuujuaq
STARTING DATE	To be determined
POSTING END DATE	April 21 <sup>th</sup> , 2023, 5pm

The Kativik Municipal Housing Bureau (KMHB) provides comfortable, safe and affordable homes adapted to Inuit needs and culture. Through its programs and services, it contributes to the development of vibrant, sustainable and safe communities.

### FUNCTION & RESPONSABILITIES

According to the mission of the Kativik Municipal Housing Bureau, which is to provide comfortable, safe and affordable housing adapted to the needs and culture of Inuit, while contributing to the development of vibrant, sustainable and safe communities, the primary goal of Housing Assistant is to daily support and replace occasionally the Housing manager in all tasks to ensure high quality services to our tenants. The employee has the following maintenance tasks:

- Welcome tenants, applicants and visitors, in person, by phone and email. Provide information and/or assistance whenever necessary (applications, account balances, or general information regarding KMHB.);
- Prepare rent rebates, contact tenants and take any necessary measure to help them gather the required documents for the rebate; collect rent and issue receipts;
- Contact and remind tenants of rents due and of their rent arrears. Make payment arrangements with the tenants and prepare any necessary documents;
- When a unit becomes vacant, collaborate with the allocations, support the planning of its preparation for the move of the future tenants;
- Track, if necessary, process rebates and DAS received from other communities;
- Issue Work Orders for tenants, staff or KMHB buildings. Follow up with Maintenance when needed;
- Assist the Housing Manager with completion of Work Orders and enter the data in the system (Closing Work Orders);
- Inform the Housing Manager of any changes (i.e.: houses, vehicles, equipment, tools, materials, etc.) promptly;
- Communicate changes to tenants such as; notice of rent increase, policy changes and other adjustments;
- Coordinate activities related to the bi-annual Housing survey, (distribution, follow up, compilation and reports);
- Replace the housing manager when absent;
- Keep the Housing Manager and/or Supervisor informed of all work activities;
- Assist the Client Services team;
- All other duties as assigned by the Superior.

### QUALIFICATIONS

- Secondary V diploma or pertinent experience in replacement of diploma
- Experience in Client Services  
(Any other combination of training and experience could be considered)

### REQUIREMENTS

- Ability to work in two of the three languages of the region (Inuktitut, English or French);
- Knowledge of Microsoft Office Suites (Word, Excel, Outlook);
- Willing to travel for training or meetings;
- Valid driver's license required

### SKILLS & COMPETENCIES

- A great sense of client services;
- Ability for team work;
- Capacity to organize and prioritize to respect deadline;
- Strong communication skills;
- Reliable and punctual;

### SALARY / BENEFITS

KMHB offers a competitive salary, northern benefits and interesting working conditions. The minimum starting salary is **\$26.00** and could be more based on the evaluation of experiences related.

**JOIN OUR TEAM!**  
**SEND YOUR RESUME TO:**  
[HR@omhkativikmhb.qc.ca](mailto:HR@omhkativikmhb.qc.ca)  
**Human Resources – KMHB**  
P.O. box 1200 - Kuuujuaq, QC J0M 1C0  
☎(819) 964-2000 Ext: 281