



Manager of Tenant Services

Welcome to the City of Greater Sudbury, a growing community recognized for innovation, leadership, and a great northern lifestyle. As a resident of our City, you will have access to all the amenities found in larger urban centres, and still be only a short drive away from untouched natural beauty and several provincial parks. You will be a part of a dynamic and diverse regional capital that functions as the service hub for the 550,000 people of Northeastern Ontario, with a focus on technology, tourism, education, government and health services. One of the largest geographical municipalities in Canada, with a population of over 162,000 and a booming economy, Greater Sudbury is a warm and welcoming community.

Division Overview

The Housing Operations Division acts as the landlord and oversees the property management functions on behalf of the Greater Sudbury Housing Corporation (GSHC). The GSHC is a Local Housing Corporation as defined by the Housing Services Act, 2011 and staff report to the City of Greater Sudbury as the Consolidated Municipal Service Manager and Council as its Board of Directors. The GSHC owns and operates a community housing portfolio of 1848 units, consisting of 6 high rise buildings, 8 townhouse complexes, 17 smaller apartment buildings and 241 single family, duplex, or semi-detached units. As a community housing provider, the GSHC operates under the Housing Services Act 2011, and its applicable regulations and any rules as determined by the City as the Service Manager responsible for funding and administration of community housing administration within its jurisdiction. The division is organized into four sections: Tenant Services, Maintenance Services, Capital and Construction Services, and Finance.

Position Overview

As the Manager of Tenant Services, you are responsible to the Director of Housing Operations for the administration of the rent geared to income (RGI) program for a complex portfolio of 1848 GSHC units, and 553 rent supplement units. You will provide leadership to a team of full-time staff to ensure of the successful delivery of the community housing program, including leasing and rent calculations, revenue collection, resolution of tenant issues, contract administration, legislative compliance with the Housing Services Act, 2011, and the Residential Tenancies Act, 2006. You will foster and leverage partnerships with service providers and community stakeholders to support and enhance tenant engagement and programs that promote the physical and social well-being of community housing residents.

Qualifications

You must have a university degree and five years of senior level leadership experience in the management of large, unionized and highly diversified public or private sector organizations. Related disciplines include, but are not limited to, Commerce, Business, Public Administration, and Social Services. You will have knowledge of applicable legislation, related regulations and an understanding of best practices and emerging trends in the sector.

Competencies

The candidate will be required to demonstrate a customer and citizen focus throughout their previous employment, showing commitment to meeting and exceeding expectations of tenants, customers, and community partners. They will demonstrate strong interpersonal skills and be able to adapt and work effectively in a variety of situations within the housing and homelessness sector. The successful candidate will work and communicate collaboratively within the organization and with stakeholders to create an environment that fosters safe, sustainable, and inclusive buildings. They will be required to understand how to inspire others to work towards common goals by engaging and empowering them and providing clarity and direction. They will be able to hold themselves and others accountable to execute to high standards of excellence.

Salary Information

The current range of pay for this permanent position is \$100,521.54 to \$118,334.79 per annum (effective April 1, 2024). The City provides competitive salaries, a comprehensive benefits package and pension plan.

How to Apply

Please visit myjobs.greatersudbury.ca to apply online. The deadline to apply is Thursday, April 4, 2024.

Additional Information

For more information on this opportunity and working for the City of Greater Sudbury, please visit www.greatersudbury.ca/jobs.

The City of Greater Sudbury is dedicated to maintaining a diverse, fair and equitable work environment, and welcomes submissions from all qualified applicants. Personal information submitted will be used to determine suitability for this competition in accordance with the Municipal Freedom of Information and Protection of Privacy Act. All applicants are thanked for their interest in this position. Only those selected for an interview will be contacted. If contacted, and you require a disability related accommodation in order to participate in the recruitment process, you must advise the Hiring Manager.