



Position Title: Rental Assistance Clerk

Position Status: Full-Time Regular

Department: Regional Planning & Housing Services

Employee Group: Teamsters Local 31

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: PG T17 \$2,317.83 - \$2,724.55 bi-weekly

Our Regional Planning & Housing Services Department is seeking a Rental Assistance Clerk who will communicate with tenants on a daily basis, review rental assistance applications for completeness and accuracy, determine eligibility for rental assistance programs, calculate tenant rent contributions, and effectively and thoughtfully communicate with the public and with a variety of individuals in the Housing Department.

You are a positive, motivated, team-player with exceptional verbal and written communication skills and excellent attention to detail. You have a proven ability to think critically while thoughtfully navigating difficult/challenging conversations. You are compassionate and empathetic, and always willing to go the extra mile. You take pride in being a strong contributor to any team you're on and are looking to develop your skills and knowledge in order to make a difference in the not-for-profit housing sector.

This role:

- Processes and reviews applications for rental assistance subsidies from new and existing MVHC tenants and applications from existing subsidy recipients for increased subsidies; monitors the status of rental income from housing projects to determine the availability of subsidy funds, and processes applications as subsidies become available.
- Analyzes the financial data of applicants to determine need and eligibility for rental assistance, and to calculate subsidy amount in accordance with established guidelines.
- Conducts interviews with applicants to review circumstances and obtain required information; contacts MVHC field operations staff to inspect condition of premises and to gather information as required.
- Contacts previous landlords or MVHC housing project supervisors to obtain background information regarding applicants such as whether rent is paid promptly and rented premises are properly cared for.

- Contacts external agencies such as financial institutions, BC Housing and various social service agencies to verify income sources reported, income from social assistance, family composition and other facts pertinent to the application.
- Prepares reports to superior summarizing findings of investigations and recommending granting, changing or denial of rental assistance subsidy and informs applicants of outcome.
- Regularly reviews the files of each recipient to ensure continued eligibility for rental assistance and recommends changes to subsidies; conducts annual reviews for all subsidized tenants and performs additional interim reviews as required.
- Investigates suspected abuses of subsidies, rent arrears or other tenancy problems; gathers information from a variety of sources regarding the activities of subsidy recipients to make determinations regarding information reported; as appropriate, recommends changes in subsidies to superior.
- Provides information and assistance to the public and tenants regarding rental assistance subsidies and applicable departmental operations, regulations and procedures; handles sensitive enquiries pertaining to subsidies and related issues and seeks resolution.
- Prepares a variety of correspondence and reports, and establishes and maintains files and records related to the work.
- Performs related work as required.

To be successful, you have:

- Completion of Grade 12 supplemented by post-secondary courses related to the work, plus considerable related experience; or an equivalent combination of training and experience.
- Considerable knowledge of the rules, regulations, policies and procedures applicable to the work.
- Considerable knowledge of modern office practices, procedures and software applications, and of business English, spelling, punctuation and arithmetic.
- Sound knowledge of provincial and federal housing program guidelines and of the financial assistance available through various social programs as such related to the work performed.
- Sound knowledge of the functions and operations of the department as it relates to the work.
- Working knowledge of the principles and practices of property management.
- Ability to review the rental income of housing projects and financial data of applicants to determine the availability of, and need and eligibility for rental assistance subsidies, and to exercise sound judgement in assessing rental assistance applications.
- Ability to conduct personal interviews with tact and diplomacy and to maintain a sympathetic and objective view of applicants' problems.
- Ability to prepare a variety of correspondence and reports, and to establish and maintain files and records related to the work.
- Ability to provide information and assistance to the public and tenants regarding rental assistance subsidies and to establish and maintain effective working relationships with a variety of internal and external contacts.
- Driver's License for the Province of British Columbia.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a

livable and resilient region and a healthy natural environment for current and future generations.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by July 11, 2024.