



**The Corporation of the City of Brantford  
Housing & Homelessness Services Department**

requires

**Housing Support Assistant (Contract – Up to 6 months)**

**Job ID# 2370**

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Situated on the picturesque Grand River, the City of Brantford is a rapidly growing community of over 100,000 residents, located in the heart of Southern Ontario with direct access to Hwy. 403 and is in close proximity to the GTHA, Waterloo and Niagara regions. As a single-tier municipality, Brantford is responsible for the full spectrum of municipal service areas. We invite you to join our #TeamBrantford corporate culture with many progressive initiatives, including our hybrid work environment. The City is committed to the professional development of our staff and invite you to come, grow with us!

Reporting to the Manager, Housing Operations the Housing Support Assistant will provide a wide range of administrative support and assistance to Housing and Homelessness Team.

**Duties and Responsibilities:**

- Provide clerical and administrative support
- Manage all electronic mailboxes and all hard copy mail for Housing and Homelessness Services
- Manage all incoming invoices; applications for housing and supporting documents; annual renewal documents; contracts; mail; received by fax, electronically and/or hard copy documents by date stamping and formatting all hard copy documents into electronic format. Save and distribute all electronic documents in the appropriate Edoc file
- Photocopies and scans documents
- Manage all outgoing mail through Edoc folders or by emails received from staff; print documents for mail delivery; letters, forms, legal notices, annual renewal packages, receipts, etc., Drop all mail at mail counter
- Print all 24-hour notices, bulletins, newsletters, to be delivered to various housing sites and tenants
- Check drop off box(es) at 220 Colborne and City Hall Reception for mail
- Answer or re-direct inquiries received in Housing Reception email account
- Answer the telephone, responding to inquiries, provide information, and transferring calls to the appropriate staff
- Retrieving and distributing messages from tenants and general public to the appropriate staff
- Greet in-person tenants or general public at City Hall Reception to answer inquiries and/or re-direct inquiries
- Prepare all rent-supplement landlord monthly statements for disbursement by mail or email
- Enter cheque, cash and debit payments made by tenants into Yardi Accounts, mail out receipt and tenant ledger as proof of payment
- Accepts and processes cash and debit payments made by tenants in person
- Prepare, balances and submits daily deposits to Finance Department for daily deposits to RBC
- Maintains Petty Cash Float and parking token float
- Print all Slovak Village Non-Profit vendor payments
- Maintain all offices supplies and replenish supplies as necessary
- Responsible for special requests for Print Room, such as lamination of documents, special print requests such as newsletters and brochures

- Assists with file management; H Drive folders; archived files, file destruction; shredding of paper documents;
- Assigned special projects as required

## QUALIFICATIONS

- 2-year Community College Diploma from a recognized public post-secondary institution in Office Administration, Business and/or Accounting
- Demonstrated excellent customer services skills are required
- A good working knowledge of the Housing Services Act and Residential Tenancies Act would be an asset
- Excellent written and oral communication skills are essential
- Knowledge and experience working with Microsoft Office software and Yardi Systems is an asset

35 hours per week. Occasional overtime work is required. Evening and weekend hours may also be required.

**WAGE/SALARY RANGE:** \$30.96 to \$32.85 per hour (based on a 35 hour work week) plus benefits.

To apply on-line, please visit the City of Brantford website at <https://brantford.ca/careers> and click on **Current Opportunities**.

Closing date for applications: **Thursday, July 10, 2025, at 4:30 p.m.**

Information gathered relative to this position will only be used for candidate selection.

We thank each applicant for taking the time and effort to submit your resume, however, only candidates to be interviewed will be contacted.

Our organization is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.