

1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position	Fin. Code	
12-11656	Accommodations Clerk	Property Management Officer	03300-01-2-222-0302004-04- ????	
Department		Division/Region	Community	Location
Nunavut Housing Corporation		12500-02	Cape Dorset	Cape Dorset

2. PURPOSE

<p>Main reason why the position exists, within what context and what the overall end result is.</p> <p>Reporting to the Property Management Officer, the Accommodations Clerk performs the day-to-day duties necessary to administer the staff housing portfolio of leased and owned residential staff housing property located in the District. This position coordinates information, projects and maintenance management between the Nunavut Housing Corporation (NHC) offices, other Government of Nunavut (GN) departments, Local Housing Organization's (LHO), private landlords and tenants, following policies and procedures.</p>

3. SCOPE

<p>Describe in what way the position contributes to and impacts on the organization.</p> <p>The Accommodations Clerk is responsible for assisting the overall Staff Housing management of staff housing units in the District and participates in the Staff Housing Allocation Committee to coordinate and allocate staff throughout the District.</p>

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. For a management position, indicate the subordinate position(s) through which objectives are accomplished.

Assists in the administration of the day-to-day operation of GN's Staff Housing in the District by:

- ◆ Assisting the Property Management Officer with co-ordinating the allocation of Staff Housing units to individuals;
- ◆ Administering the GN's staff housing portfolio in the District as outlined by the Staff Housing Policy;
- ◆ Notifying individuals moving into Staff Housing units which unit they are assigned, informing them of move-in procedures, and answering any questions;
- ◆ Contacting landlords and/or community agents; advising them who will be moving into Staff Housing units and contacting Finance and or Human Resources personnel to organize start or cease payroll deductions for staff housing rent;
- ◆ Recording any problems or complaints that tenants, landlords or agents may have, and working with the Property Management Officer find solutions to these issues;
- ◆ Maintaining records and documentation related to the administration and provision of Staff Housing;
- ◆ Generating work orders;
- ◆ Ensuring that accurate tenant data and property inventories are maintained; and
- ◆ Gathering and verifying information about Staff Housing (e.g.: vacant units, rent rates, number and type of tenant complaints) for use in preparing reports.

Provides reporting and administrative support for staff housing portfolio by:

- ◆ Completing all necessary data entry for the Staff Housing (excel) database;
- ◆ Organizing, forwarding and/or filing documentation in a timely fashion;
- ◆ Ensuring all invoices at year-end are accurately identified as either old-year or new-year expenses are completed and processed; and
- ◆ Assisting the GN Staff Housing allocation committee by ensuring housing lists are up-to-date and chairing the allocation meetings in the absence of the Property Management Officer.

Contributes to the effective administration, operation and positive public image of the District team, and the Nunavut Housing Corporation as a whole by:

- ◆ Typing, editing and formatting correspondence, reports, spreadsheets as required;
- ◆ Dealing with members of the public - in person, on the telephone or in electronic correspondence - in a respectful and courteous manner;
- ◆ Co-operating with other District and Corporation staff to accomplish joint initiatives and to efficiently compile and circulate information, as required;
- ◆ Offering suggestions to improve various administrative procedures in the District office with Staff Housing scope of duties;
- ◆ Providing region staff with on-going administrative support and LHO staff; and
- ◆ Circulating/forwarding correspondence on a timely basis and with appropriate attention to confidentiality.

Works co-operatively with LHO's by:

- ◆ Receiving notifications from LHO's on unit orders, maintenance management, tenant allocations and walkouts; and
- ◆ Reviewing invoices, backups and data for approval.

Performs other duties such as:

- ◆ Acting as required in the Property Management Officer position; and
- ◆ Assisting District staff with special projects, as required and in coordination with the Property Management Officer.
- ◆ Conducting check-ins and check-outs of units as required

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

- ◆ Knowledge of MS office applications.
- ◆ Knowledge of finance and property management experience is considered an asset.
- ◆ Knowledge of basic bookkeeping concepts and principles.
- ◆ Strong Interpersonal skills, including the ability to communicate with professionalism, in person and in writing, with both staff and clients.
- ◆ Conflict resolution skills.
- ◆ The ability to effectively organize and ensure that priorities within the workload are accomplished, in close cooperation with the Property Management Officer.
- ◆ The ability to ensure appropriate levels of confidentiality are maintained, according to procedures and in communication with senior management.
- ◆ The ability to analyse and complete tasks in the most effective manner.
- ◆ The ability to work in a cross-cultured environment with cultural sensitivity.
- ◆ This is a position of Trust.

Typically, the above knowledge, skills and abilities, would be attained through the following:

- Completion of High School with additional course work in computer software and general administrative courses.
- 2 years of demonstrated experience in secretarial and administrative position is required.

An acceptable combination of related education, training and experience may be considered.

The Official Languages of Nunavut are Inuktitut, Inuinnaqtun, English and French. Fluency in more than one of Nunavut's official languages would be considered an asset. Knowledge of Inuit language, communities, culture, land and Inuit Qaujimagatuqangit would also be considered an asset.

The successful candidate will be required to provide a Criminal Record Check (CRC).

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of occurrence of physical demands, environmental conditions, and demands on one's senses and mental demands.

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue.

The majority of work takes place in the sitting position using a computer however the incumbent will be required to move furniture as required. Travel into remote locations in small aircraft is required. The possibility of long periods away from home due to weather and flight availability.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that disrupt regular work schedules and travel requirements.

Climatic conditions can vary, and extreme cold and windy conditions may have to be taken into consideration when visiting communities. Toxic fumes, hazardous chemicals, hazardous materials maybe encountered at any site inspection. Winter storms and summer fog may strand a traveler for extended periods. Insects, dogs and other dangerous animals maybe encountered upon inspection.

Sensory Demands

Indicate the nature of demands on the jobholder's senses to make judgements through touch, smell, sight and hearing, and judge speed and accuracy.

Extensive use of a personal computer may lead to eyestrain and repetitive stress problems. Attention to detail is required when editing, formatting and preparing spreadsheets.

Mental Demands

Indicate conditions that may lead to mental or emotional fatigue.

Many deadlines may lead to stressful situations. The Accommodations Clerk may encounter individuals who become belligerent and behave in a threatening manner, the ability to use persuasion and tact with a professional approach is required. Working on many projects simultaneously may lead to stress. Resolving peoples housing problems can become emotionally trying.

7. CERTIFICATION

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ President Signature</p> <p>_____ Date I approve the delegation of the responsibilities outlined herein within the context of the Attached organizational structure.</p>	