



Ontario Aboriginal Housing Services

Position: Collections Assistant

Closing: Posting will remain open until position is filled

Term: One Year Contract/35 hours per week

Ontario Aboriginal Housing Services (OAHS) provides safe and affordable housing for First Nation, Métis, and Inuit people living in urban and rural areas of Ontario. Our Vision is “to lead the design, development and delivery of sustainable and culturally appropriate housing that promotes excellence in the Aboriginal community and organizational infrastructures”.

Services, provided throughout the province from our provincial office located in Sault Ste. Marie and satellite offices in other communities, include:

- Property management of over 2300 subsidized housing units;
- Provision of assisted homeownership program providing down payment and home purchase assistance;
- Provision of an assisted homeowner repair program;
- Supportive housing services for our tenants;
- Supporting the development of new housing; and
- Program management, development and title services to local community organizations

We are currently seeking a **Collections Assistant** for our office located in **Sault Ste. Marie, Ontario** at 499 Queen Street.

Reporting to the Collections Manager and working with our Property Management staff across Ontario, the successful applicant will be assisting with all day-to-day collections activities.

Duties and responsibilities will include, but not be limited to, the following:

- Support OAHS’s mission and vision and make significant contributions to the achievement of the corporate strategic plan;
- Assisting with the completion of annual income reviews;
- Assisting with counselling tenants in arrears and collection of rental arrears;
- Utilizing Microsoft Office based products to produce correspondence, spreadsheets, emails and letters and presentations;
- Preparing and forwarding tenant refund request to Accounts Payable;
- Ensuring monthly and daily bank deposits are entered into the Business Management System;
- Assisting with completion of Landlord and Tenant Board forms as required;
- Completing bank deposits as required;
- Assist with delinquent account process including data entry, tracking, form preparation and obtaining credit bureau information;
- Other duties as required.

The successful candidate will have the following qualifications and skills:

- Knowledge of and an appreciation for Indigenous culture and demonstrated values that focus on assisting people;
- College Diploma or University Degree in Business, Office Administration or related field;
- 1-2 years collections or office administrative experience;
- A combination of education and experience will be considered;
- Ability to work independently and within a team environment, with a focus on quality and accuracy;
- Strong problem-solving skills and the ability to use sound judgment;
- Excellent customer service skills and superior telephone manners;
- Demonstrated ability to communicate both written and orally using multiple channels with a variety of stakeholders both internal and external to the organization;

- Strong interpersonal, organizational and analytical skills and ability to maintain confidentiality;
- Ability to establish and maintain effective and cooperative working relationships;
- Proficiency with MS Word, Excel, and Outlook.

Conditions of employment:

- Ability to travel as required (limited requirement);
- Ability to work varying hours/days, if required;
- Valid CPIC clearance (Criminal Records check) (required);
- Current References;
- Current, valid Ontario Driver's License and safe driving record (preferred).

Compensation:

- In return for your ongoing excellent performance, strong work ethic, and commitment to our vision, mission, values, strategic plan, and the people we serve, Ontario Aboriginal Housing Services offers a comprehensive compensation package. This comprehensive compensation package includes:
 - Challenging and fulfilling work; an inclusive and supportive team; and a work environment steeped in and guided by Indigenous culture;
 - Additional paid holidays (in addition to statutory holidays) include Louis Riel Day, National Aboriginal Day, Remembrance Day, and Family Day;
 - Opportunity for cultural, educational and other approved leaves;
 - Supported training opportunities for personal and professional development while reciprocally enhancing organizational capacity; and
 - A competitive salary in pay band B2 with a range of \$32,500.00 to \$45,600.00.

Working Conditions and Physical Capabilities:

- Ability to sit at a desk for extended periods of time during the work day;
- Ability to communicate verbally, in person and by telephone with colleagues and clients;
- Ability to handle cash;
- Ability to use office equipment and computer software programs;
- Ability to lift up to 20lbs.

Please note that you are encouraged to apply early as interviews will be scheduled as applications are received.

- Email to HRSSM@oahssc.ca or
- Mail to: Amanda McAuley

Human Resources & Payroll Associate
 Ontario Aboriginal Housing Services Corporation
 Attn: Human Resources
 500 Bay Street, Sault Ste. Marie ON P6A 1X5

In meeting the objectives and vision of the organization, preference will be given to qualified individuals of First Nation, Métis, or Inuit ancestry, and are asked to self-identify on their cover letter.

This competition is open to internal and external candidates with the possibility of Secondment for internal candidates. The continuation of this position is subject to funding renewal.

Ontario Aboriginal Housing Services welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all candidates who choose to apply, however, only those selected for an interview will be contacted.