



Job Posting: Tenant Services Coordinator

WAGE RANGE:	\$27.66 - \$31.44 per hour
POSTING DATE:	March 14 th , 2025
CLOSING DATE:	March 21 st , 2025
REPORTS TO:	Tenant Administration Manager
LOCATION:	1299 OXFORD STREET E., UNIT 5C5, LONDON, ON
COMPETITION:	2025-08

THIS POSTING IS FOR ONE (1) PERMANENT FULL-TIME POSITION.

We are seeking an enthusiastic Tenant Services Coordinator to assist in the tenant coordination process.

Who We Are: London & Middlesex Community Housing (LMCH) provides 3,282 housing units across 32 properties to more than 5,000 people. Those who call LMCH home are a diverse cross-section of individuals including families, seniors, adults, and new Canadians, all of whom are living with limited income. At LMCH, we believe that housing is the foundation of a better tomorrow.

Mission: LMCH provides and maintains homes in a safe and supportive environment to meet the needs of the people we serve in our communities.

Vision: LMCH envisions healthy homes and communities in London and Middlesex. Leading by example, LMCH will help make a difference and positively impact lives using housing as the foundation.

Why you should apply to LMCH.

- Ontario Municipal Employees Retirement System (OMERS) Pension
- Group benefits, including health and dental, for full-time employees
- Employee, Dependent and Optional Life Insurance
- Employee and Family Assistance Program
- Wellness, & Wellbeing Program



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LMCH Values:

To	Collaborate
To be	Accountable
To be	Responsive
To promote	Equity

1. PURPOSE OF THE JOB:

You possess effective communication skills and the ability to interact with clients and stakeholders utilizing tact, solid customer service skills, teamwork, emotional intelligence, and interpersonal skills. You possess the ability to monitor tenant account information to ensure that financial data and information is accurate, making necessary adjustments as required. This is a unionized position (CUPE Local 101.3). Your enthusiasm, integrity, and upbeat attitude will help you gain the trust of tenants, colleagues, and external parties as you let the world know that at LMCH, we CARE.

2. KEY DUTIES/RESPONSIBILITIES:

- Set up and maintain accurate tenant files from start of tenancy to the tenancy end including archiving former tenant files.
- Perform rent calculations in accordance with established LMCH policies and procedures.
- Assist tenants to ensure proper income declaration and a full understanding of LMCH processes and procedures.
- Recommend resources to assist tenants to address their needs or concerns.
- Communicate with agencies, such as Ontario Works, Ontario Disability Support Program, Children’s Aid Society, and other housing providers.
- Monitor tenant account information to verify that rent calculations and rent charges are accurate, complete rent adjustments and/or refunds as necessary.
- Report, track, and pursue arrears collections including repayment agreements.
- Prepare legal documents including termination notices, Certificate of Service, etc.
- Maintain team/departmental calendars, and a bring-forward system for files.
- Maintain accurate and current tenant files.



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- Screen tenant inquiries and refer to the appropriate staff member or partner agency, when required.
- Complete annual lease renewals.
- Prepare and arrange the signing of new leases.
- Provide backup for other Tenant Services Coordinators.
- Other duties as assigned.

3. EDUCATION, EXPERIENCE, & QUALIFICATIONS:

- 3-year post-secondary degree or diploma in business or social services.
- Minimum of two years of experience in a related field.
- Ability to work with a variety of personalities with tact, solid customer service skills, teamwork, and interpersonal skills.
- Knowledge of applicable legislation, including but not limited to the Housing Services Act, Residential Tenancies Act, and the City of London Housing Division local rules.
- Working knowledge of community resources.
- Strong work ethic and positive team attitude. Able to build and maintain lasting relationships with other staff members, key business partners, and government agencies.
- Computer literacy skills, including effective working skills of MS Word, Excel, Outlook. Experience with InSite or other property management software an asset.
- Ability to compose clear and concise written documents and to verbally communicate with others.
- Intermediate mathematical skills and the ability to accurately calculate, correct, and maintain financial records.
- Excellent organizational, analytical, and problem resolution skills.
- Effective attention to detail and a high degree of accuracy.
- Self-motivation to complete repetitive tasks.
- Training in non-violent crisis intervention, de-escalation, or similar considered an asset.
- Bilingual/Multilingualism considered an asset.

4. WE CARE PHILOSOPHY:

The incumbent contributes and supports the overall culture and working environment of the agency by:



- Having a working knowledge of cultural, social, and demographic patterns relating to vulnerable priority populations.
- Committing to harm reduction and low-barrier service, as well as non-violent crisis intervention, de-escalation, and supporting citizens.
- Committing to work in a diverse, interdisciplinary setting.
- Understanding and being sensitive towards the belief systems of other groups, the complexity of those facing poverty, and their individual unique strengths and needs.
- Setting an example of a strong work ethic and positive team attitude.
- Working with diverse communities with sensitivity, creativity, innovation, language, and cultural understanding in a non-judgmental manner.

5. POLICE RECORDS CHECK and VULNERABLE POSITION SCREENING:

This position requires the successful candidate submit a current Police Records check and Vulnerable Sector Screening from their local police service. A current LMCH employee who is the successful candidate for this position must also provide this document *unless* it is already on file and *not* more than one year old.

6. SALARY, BENEFITS, and HOURS OF WORK:

Wage range of \$27.66 - \$31.44 per hour (Band 4) with comprehensive health benefits and a defined benefit pension plan.

Normal working hours are 8:30 A.M. to 4:30 P.M., Monday to Friday, with some work required outside of this schedule from time to time.

WHAT'S NEXT:

Once you apply, we'll review your resume and cover letter to determine if your skills and experience match the qualifications for the role.

Only qualified candidates will be contacted for next steps.

If you move forward, the process may include an interview, written/practical test, and reference check.



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Here's your chance to bring your knowledge and expertise to our team and contribute to providing better homes and better neighbourhoods. When submitting your cover letter and resume, be sure to tell us about your skills and qualifications that are a match to those specified in the job posting.

A cover letter and resume must be received by 4:30pm, March 21, 2025.
Late applications will not be considered.

Please send your cover letter and resume to the attention of:

Spencer Harrold
Human Resources Assistant
London & Middlesex Community Housing
1299 Oxford Street East, Unit 5C5 London, ON, N5Y 4W5
E-mail: employment@lmch.ca

London & Middlesex Community Housing (LMCH) is committed to equity in employment. Our goal is a diverse, inclusive, and barrier-free workplace that reflects the communities we serve.

We will provide reasonable accommodation to applicants with disabilities at all stages of the hiring process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005. Please advise if you require an accommodation during the selection process.

Thank you for your interest in London & Middlesex Community Housing!