



Victoria Park Community Homes is one of the oldest and largest private non-profit housing corporations in Ontario. Our portfolio that we manage has grown to more than 2,678 apartments, townhouses, and single family homes located in Hamilton and neighbouring communities.

We have an immediate opening for a permanent, full-time

CLIENT SERVICE REPRESENTATIVE/RECEPTIONIST

This position has 50% Client Service and 50% Receptionist duties. Under the general direction of the Manager of Operations and Development, you will be responsible for facilitating strong, two-way communications with our residents and liaising with staff to ensure efficient service delivery.

KEY FUNCTIONS AND DUTIES:

Duties include, but are not limited to the following:

1) Client Service 50%

- Manage Communications on VPCH website, social media (Facebook, Twitter, etc.)
- Assist with formulating communication collateral for VPCH initiatives
- Assist with Resident Surveys
- Assist with application process and move-in/move-out inspections as required
- Maintain accurate records of prospective and current residents
- Produce reports on Resident feedback as required.
- Collaborate with colleagues to identify and resolve issues as they arise

2) Receptionist 50%

- Provide a variety of front office services to walk in residents
- Handle Rent Collection
- Transfer phone calls appropriately
- Communicate issues with Village Maintenance team
- Respond to Resident inquiries in a courteous and timely manner
- Process mail and Courier Deliveries
- Prepare correspondence and reports as required

SKILLS:

- Possess excellent organization, multi-tasking, and problem solving skills
- Excellent communication skills both written and verbal.
- Skilled in report writing.
- Be proficient in both knowledge and use of Windows and Microsoft Office (Word and Excel).

- Knowledge of YARDI Voyager would be considered an asset.
- Adept with Customer Service.
- Possess the ability to maintain confidentiality, exercise good judgment and discretion when dealing with confidential information and/or responding to inquiries, particularly under pressure
- Familiarity with conducting surveys

EDUCATION AND EXPERIENCE:

- High school diploma required; college degree or equivalent experience in Customer Service preferred.
- Experience working in a multi-cultural setting an asset.
- Experience handling cash, cheques, and debit payments a definite asset

SPECIAL REQUIREMENTS

- Be bondable and be prepared to execute the "Bondability Affidavit".
- Subject to a satisfactory Criminal Record and Judicial Matters police check
- This position is open only to those legally entitled to work for any employer in Canada.

Starting Salary: \$33,500 per year

Benefits: 2 weeks annual vacation to start; 1 parking space (taxable benefit).
After successfully completing the probation period: group insurance plan (extended Health; Dental; Long-Term Disability; Emergency Travel; Life Insurance; Accidental Death & Dismemberment; Employee Assistance Plan), company pension.

Hours of Work: Regular work hours are Monday – Friday, 8:30 a.m. to 4:30 p.m.

Current Location: 155 Queen Street North, Hamilton, Ontario

To apply for this position, please submit your resume with cover letter by Noon, Monday, January 16, 2017 to:

Victoria Park Community Homes
155 Queen Street North
Hamilton, ON L8R 2V6
ATTN: Human Resources

By email: Recruiter@vpch.com / By fax: 905 667-0354

No phone calls or placement agencies, thank you.

We thank all applicants for their interest in employment opportunities with Victoria Park Community Homes.

Please note that only those selected for an interview will be contacted.

Victoria Park Community Homes will accommodate people with disabilities throughout the recruitment and selection process. Applicants are asked to make their needs known in advance if accommodation is required.