



TK'EMLÚPS TE SECWÉPEMC

JOB POSTING

Tk'emlúps te Secwépemc (TteS) is a fast-growing vibrant organization committed to the development and progress of its Band Members and Community. As such, the TteS invites applications from qualified, highly motivated and dynamic individuals to fill the following position.

POSITION TITLE: Tenant Relations Officer
DEPARTMENT: Housing Division
SUPERVISOR: Housing Manager
TERMS: Full-Time, Permanent
REFERENCE #: 2026-089

Purpose of Position:

The Tenant Relations Officer intent is to interact with TteS tenants for rental information and records as well as provide opportunities and services to tenants as appropriate.

This position will be communicating with tenants, creating and updating rental agreements. Will also coordinate with other TteS departments and Housing Maintenance Crew for buildings upkeep, maintenance and renovations on rental units. In addition will track electronic and physical documentation of rental accounts such as Repair & Maintenance and Replacement Reserve budgets.

Duties and Responsibilities:

Coordinates the day-to-day tenant relations and associated activities for the TteS social housing units and ensures they are aligned with the TteS values. (90%)

- Act as a liaison between the Tenants, external stakeholders (i.e. rental applicants) or other community resources.
- Advise tenants on options and expectations concerning conflict resolution, breaches of tenancy agreement and other tenancy related issues.
- Works with Finance department to facilitate rent billing, rent collection and internal credit checks.
- Maintains files, lists, reports both hard copy and computer database – Rent Manager
- Collaborate with the Housing Maintenance Officers and other Housing Team members to coordinate repairs, renovations, and preventative maintenance for TteS Administered Homes.
- Contacts tenants to gather and verify information to establish suitable payment arrangements of rent in coordination with the Housing Finance Officer.
- Meet with tenants, where required, to ensure accuracy of their statements.
- Assist other TteS departments in carrying out their duties and functions for authorized work to be done on the units or surrounding property that may be performed from time to time.
- Keep proper records of each tenant communication and provide information to the TteS Housing Department on a weekly basis.
- Encourage Tenants to participate in community activities and workshops.

- Respond to all TteS social housing clients and all prospective applicants by referring them to the appropriate TteS department and/or authority.
- Coordinate Tenant Selection and the Eviction process when required.
- Inform Tenants of new changes to any TteS On-Reserve Housing Policy Rental Agreement, inspections, or any other Responsibilities.
- Maintain copies of TteS Housing communication with tenants electronically and physically.
- Provide notices to the tenants of new policies, home maintenance tips and other information that may be required to be sent by the Housing Department from time to time.
- Maintain a co-operative relationship with all community resources/agencies, landlords, and other Housing Societies/Groups.
- Ensure the Tenant understands the guidelines in the Tenant Agreement.
- Coordinate unit inspections annually, quarterly during probationary periods and at move-in and move-out time.
- Respond to Tenant complaints or concerns when requested by the Housing Manager.
- Be available to respond to emergency situations regarding Tenants during business hours.
- Refer the TteS social housing clients to the appropriate authority, department or contractor upon notification of a social housing related problem.
- Advertise rental vacancies on social media platforms.
- Assist TteS members with completing their housing applications.
- Inform the Housing Finance Officer with the information of Tenants with arrears.
- Assist the Housing Finance Officer with the delivery of notices for tenants with arrears.
- Review monthly arrears balances with Housing Finance Officer and assist.
- Collaboration and teamwork with Housing manager on projects as needed.
- Maintains confidentiality on all matters relating to the affairs of TteS.
- Responds to all incoming requests (email/phone) in a timely manner or as otherwise set by the Housing Manager, ensuring acknowledgment, progress updates if needed, and communication of final resolution or next steps while maintaining a professional and helpful demeanor.
- Prioritizes and promptly responds to requests from upper management, providing clear and concise information and escalating any roadblocks or potential delays as necessary.
- When research is required to fulfill a request, communicates the need for additional time to the requested in a timely manner.
- Performs all duties and responsibilities in accordance with the TteS policies, standards, and procedures.

Support Housing staff as required. (5%).

- Be aware of Secwépemc cultural protocols in connection with all departmental activities.
- Liaise with various organization and departments and ensure organizations strategies are aligned and implemented accordingly.
- Code invoices with correct expense code.
- Create and follow up on contracts for maintenance/renovations with vendors or TteS Housing Maintenance Crew.

All Other related duties as required. (5%).

Financial Responsibility:

- Tracks CMHC Repair & Maintenance and Replacement Reserve budgets.
- Oversees rental renovation budgets and tracking.

Supervision or Training Duties:

This position does not supervise.

Coordinates with maintenance officers on work orders and rental building maintenance, repairs, and renovations.

Professional Certification, Education and Experience:

- First Nation Housing Training Certificate and/or 1-year experience managing residential properties or an equivalent education and experience.
- Prefer experience with Residential Tenancy Act.
- Must possess a valid class 5 BC Drivers License.
- Must possess a reliable insured vehicle.

Skills and Abilities:

- Previous experience using Rent Manager software considered an asset.
- Strong organizing, planning, and coordinating skills.
- Ability to communicate effectively using tact and diplomacy.
- Demonstrated ability to successfully establish and maintain respectful, productive, and cooperative working relationships.
- Proven experience to resolve conflicts and use good problem solving and judgement skills.
- Ability to organize work, set priorities and provide great client service.
- Strong knowledge of TteS programs and services.
- Knowledge of Residential Tenancy Act, Canada Mortgage & Housing and Indian and Northern Affairs Canada housing programs.
- Must have good computer skills including use of word processing, spread sheet and data base management programs.
- Ability to work in a cross-cultural setting.
- Strong ethics and knowledge of confidentiality.
- Ability to calculate rent using strong mathematical skills.
- Flexible, committed, and enthusiastic.
- It is expected that all TteS employees be willing to continuously upgrade their skills and knowledge, and to further their formal training.

Benefits:

- Extended health, dental, and vision
- 7.6% Registered Pension Plan (RPP) matching and Life insurance

HOURS OF WORK: Normal Day shifts – 7 hours. Non-normal shifts may be required.

PAY GRADE: Starting at \$22.59 - \$24.95/hour depending on education & experience

Tk'emlúps te Secwépemc thanks all applicants for their interest, however, only those selected for an interview will be contacted.

In accordance with Section 16(1) of the *Canadian Human Rights Act* and pursuant to Section 42 of the BC Human Rights code, it is TteS Policy to practice preferential hiring for Aboriginal peoples. Candidates who wish to qualify for preferential consideration must self-identify.

Deadline for the Job posting is July 2nd, 2026 by 2:00pm

Submit Job Application Form, cover letter, resume, and references

online: <https://tkemlups.ca/employment/>

or at our Human Resources office #320 Chief Alex Thomas Way.

Office Hours are Monday to Friday 8:00 am to 4:00 pm &

closed for lunch from 12:00 pm to 1:00 pm

We require each applicant to fill out

an online application form which can be found at: <https://tkemlups.ca/employment/>

Any late submissions or submissions without the job application form will not be considered.