



# Fort Nelson First Nation

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## INTERNAL/EXTERNAL POSTING

<b>Job Title:</b>	Tenant Relations Liaison	<b>Posting #:</b>	33-2024
<b>Department:</b>	Community Infrastructure & Safety Services	<b>Grade:</b>	4
<b>Location:</b>	On Reserve	<b>FTE:</b>	1.0
<b>Supervisor:</b>	Housing Manager	<b>Starting Rate:</b>	\$28.35/hour.
<b>Key Duties:</b>	Tenant Engagement, Rental Units, Record Keeping	<b>First Posted:</b>	2024-07-26
<b>Effective Date:</b>	Immediate, full time permanent	<b>Closes:</b>	2024-08-21

### Job Scope

Reporting to and receiving direction from the Housing Manager, the Tenant Relations Liaison carries out tasks that support and foster positive relationships and customer service experiences between the Fort Nelson First Nation Housing Division and its tenants. Primary goals are for enhancing tenant satisfaction, addressing tenant and management concerns, and ensuring that rental properties provide safe living conditions for tenants. The Tenant Relations Liaison is a liaison between tenants and the management of the Fort Nelson First Nation Housing Division, and coordinates the day-to-day tenant relations activities associated with Fort Nelson First Nations Housing Programs. Activities include assisting with and responding to applications in process, responding to service requests and trouble-shooting tenant concerns, and escalating matters for follow-up actions. Additional tasks include working in the field, meeting with tenants, and a range of clerical tasks.

This worker establishes and maintains positive relations and communications between tenants and the FNFN Housing Division and ensures that tenants understand housing policies, the applications process, and the rules and regulations applicable to on-reserve housing; this is often accomplished in one-to-one meetings. The Tenant Relations Liaison provides administrative and clerical management support services in support of the accurate administration of housing operations; provides regular updates to the Housing Manager. Other related duties.

### Candidate Profile

The ideal candidate for the role of Tenant Relations Liaison demonstrates good customer services skills, is highly organized and understands the value of following workplans to keep tasks on track, and is able to work independently and within a team environment. This individual is a dedicated and personable individual with a proven track record of fostering positive relationships, including the ability and willingness to respect diverse perspectives, including perspectives in conflict with one's own. This individual has good interpersonal and listening skills combined with good questioning skills to gather the information necessary to carry out tasks, and has demonstrated experience providing administrative and clerical assistance. This individual possesses good communication skills and the ability to maintain confidentiality and diplomacy within all matters and is able to work within established policies and procedures.

### Preferred Qualifications

#### Education:

- Graduated High School, supplemented by at least one year post-secondary education
- Training and proficiency in the MS Office Suite and Google Workspace™ applications.



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## **Experience:**

- Minimum two (2) years' related experience
- Experience working in a First Nation's organization
- Experience meeting deadlines, while working with multiple small projects
- Experience working with privacy protected information
- Experience working with electronic data entry and record keeping systems.

## **Knowledge:**

- Knowledge of respecting cultural values and ability to deal with cultural issues sensitively.
- Knowledge and understanding of the importance of maintaining relationships with community.

## **Skills:**

- Proven experience to resolve conflicts and use good problem solving and judgement skills.
- Good communication skills – verbal, written and interpersonal
- Good organization skills; attention to detail, documentation and work planning.

## **Abilities:**

- Ability to use spreadsheets and database management programs.
- Demonstrated ability to successfully establish and maintain respectful and cooperative working relationships with any tenant.
- Ability to listen, and engage, and ask questions to learn about issues

## **Other (required):**

- Compliance with BC Immunization program, TB Screening, and FNFN's COVID-19 vaccination policy.
- Satisfactory completion of a police information check.
- Valid Class 5 BC Driver's License.
- Drivers Abstract.

## **Optional:**

- Bookkeeping certificate or equivalent
- Other certificates: First Aid, WHMIS

## **Work Conditions**

The regular work schedule is Monday to Friday, 8:30 a.m. to 4:30 p.m., 35 hours per week. Flexible schedules may be arranged. There is a requirement to work some standby shifts and remain available for call-outwork while on standby. There is a requirement to travel to several sites on reserve. Personal protective equipment may be required when performing specific tasks. Overtime may be required from time to time, as authorized by the manager.



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## Compensation

**Remuneration:** Competitive hourly wage, 35-hour standard work week, comprehensive benefits (health/dental, insurances, weekly indemnities), pension, and 3 weeks vacation. Rate offered to the successful applicant is pending certification(s), experience, knowledge, skills, abilities and other attributes.

**Lifestyle:** This unique work opportunity offers a life experience in one of the most beautiful and affordable places to live in Canada. Fort Nelson is a regional municipality with year-round indoor and outdoor recreation and cultural activities. Explore the 'Serengeti of the North' in our super natural Northern Rockies, British Columbia!

## Application Instructions

**Closes:** August 21, 2024 at 11:59 p.m. **Remuneration:** Rate offered to the successful incumbent is pending certification(s), skills, experiences, knowledge. \*Preference may be given to qualified First Nation's applicants. Kindly forward your cover letter and resume to: [recruitment@fnnation.ca](mailto:recruitment@fnnation.ca)

We thank all individuals for applying, but only those applicants whose applications clearly demonstrate meeting all of the requested minimum requirements will receive a reply. \* Constitution Act, 1982 [Section 35]; Canadian Charter of Rights and Freedoms [Section 15(1)]; Canadian Human Rights Act [Section 16(1)]; Employment Equity Act [Section 5(a), 10(b)]; Declaration on the Rights of Indigenous Peoples [Article 22]; ILO Convention 169 on Indigenous and Tribal Peoples in Independent Countries.