



**Satellite Community Homes  
Tenant Services Coordinator  
Job Description**

**Introduction**

The Tenant Services Coordinator (TSC) provides administrative support services to staff in the area of tenant services including timely administrative and communications support to the Tenant Services Manager. The TSC is a team player, a quick learner and open to continuous development.

**Hours of Work**

37.5 hours a week

**Salary Range**

\$59,000.00 - \$64,871.19

**Accountability**

The Tenant Services Coordinator reports to the Tenant Services Manager

**Confidentiality**

The Tenant Services Coordinator shall not disclose the business of the Non-Profits before or after the term of employment by the Non-Profit, or use for her/his own purpose, or for the purpose of any other organization or individual, any information which she/he may acquire concerning the operation of the Non-Profit.

**Key Responsibilities**

**Tenant Services and RGI Administration**

- Assist the Tenant Services Manager with the clerical duties of the tenant services function and ensure timely, accurate communication to staff and tenants.
- Prepare and distribute annual income and asset review packages at the beginning of each month.
- Collect, compile, and file tenant documentation for RGI annual reviews; track outstanding items and follow up to resolve gaps.
- Employ excellent time management skills to meet deadlines while managing multiple tasks with thoroughness and accuracy.
- Prepare accurate RGI calculations for all geared-to-income tenants prior to move-in, annually thereafter, and more frequently when required, while complying with the Housing Services Act, Ontario regulations, and local service manager directives.



- Ensure all RGI calculations are completed with care, accuracy, and adherence to the Housing Services Act (HSA), O. Reg. 316/19, and internal policies.
- Obtain and verify income documentation for prospective tenants before move-in; prepare lease agreements and move-in packages for approval.
- Maintain proper documentation for audits and service manager reporting.
- Generate required tenant correspondence (e.g., arrears letters, rent adjustment notices, review outcomes) and record communications in Arcori.
- Maintain tenant files ensuring confidentiality and security.
- Maintain accurate and up-to-date waitlists for market rent and Below Average Market Rent (BAMR) units.

### **Other Administrative Support**

- Maintain tenant and general information files in Arcori and shared drives; monitor for and address missing/expired documentation.
- Responsible for tenant complaint resolution within their portfolio as per internal policy and legislative requirements
- Prepare and issue standardized tenancy letters related to recurring matters (e.g., noise, pets, neighbourhood complaints, legal notices).
- Advise the Tenant Services Manager of required financial adjustments/corrections arising from tenancy changes, RGI outcomes, or documentation updates.
- Enter and update tenant/rent data in property management software accurately and promptly; generate routine reports as requested.
- Leads in coordinating responses to tenant inquiries and or responds promptly and collaboratively to assist with the resolution of tenant concerns escalated to leadership
- Provide front desk coverage on an as-needed basis (e.g., when the Reception Services Coordinator is away), including answering phone calls, redirecting emails, and greeting visitors.

### **Financial Support**

- Update market rent amounts in the software prior to effective dates and administer market rent increases with 90 days' written notice in accordance with current legislation and guidelines.
- Work proactively with tenants on rent arrears (repayment plans, late notices, arrears reporting) and coordinate any required LTB actions to minimize arrears.
- Manage maintenance chargebacks (communication, repayment plans, forwarding to collections per policy).
- Record bad debt in accordance with internal processes; at move-out, forward eligible bad debt to the Region of Waterloo and to the Collections Agency as required.
- Produce RGI- and arrears-related reports for internal management and the Service Manager; ensure financial records align with approved calculations and notices.
- Performs other duties as assigned which are directly related to the major responsibilities of the job



### **Skills & Competencies**

- Knowledge of relevant Housing Programs and Legislation
- RGI and Financial Administration Skills
- Ability to manage multiple deadlines, annual review cycles, and competing priorities with efficiency and attention to detail.
- Skilled in property management systems (e.g., Arcori or similar), Microsoft Office Suite, and maintaining electronic filing systems.
- Clear, professional communication with tenants, colleagues, and external stakeholders, including the ability to explain complex policies in plain language.
- Ability to assess situations, apply policy, and recommend fair, compliant solutions.
- Compassionate and respectful when working with diverse populations; able to build trust and maintain confidentiality.
- Commitment to maintaining high ethical standards and accountability in all tenant services and financial processes.

### **Education and Experience**

#### **Required:**

- Diploma or degree from a recognized college or university in business administration, social services, or a related field (an equivalent combination of education and relevant experience will be considered).
- Minimum of two years of combined administrative and tenant service experience, preferably in the affordable or non-profit housing sector.
- Demonstrated organizational and time management skills, with the ability to multi-task and meet competing deadlines.
- Proficiency in cloud-based software including Office 365, and experience using housing or maintenance-based property management systems (e.g., Arcori, Yardi, or similar).
- Strong interpersonal skills and the ability to relate effectively to a wide range of people with empathy, professionalism, and respect.
- Customer service orientation with proven ability to provide responsive, high-quality support to tenants, colleagues, and external stakeholders.

#### **Preferred Assets:**

- Experience preparing and reviewing Rent-Geared-to-Income (RGI) calculations in accordance with the Housing Services Act and local Service Manager directives.
- Knowledge of relevant housing legislation and processes, including the Housing Services Act (HSA), O. Reg. 316/19, and Landlord and Tenant Board (LTB) procedures.
- Experience with arrears management and repayment agreements, including communication with tenants and preparation of supporting documentation.



Satellite Community Homes is committed to an inclusive, barrier-free recruitment and selection process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation at any stage of the process, please contact **info@satellitecommunityhomes.com**. All information received in relation to accommodation will be kept confidential.

### **How to Apply**

Interested applicants may apply by submitting their résumé to **info@satellitecommunityhomes.com**.

Please use the subject line: **"Tenant Services Coordinator Application – [Your Name]"** and submit your application as a single PDF.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.