



www.civida.ca

E: help@civida.ca

P: 780-420-6161

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10232 112 Street NW

Edmonton, AB T5K 1M4

JOB POSTING

Position: Customer Service Clerk (CS 2)

Location: Edmonton

Term: Full-time, Temporary (1-yr)

At Civida (*formerly known as Capital Region Housing*), HOME is our focus. We are the largest provider of social and affordable housing in the Edmonton area, managing over 4,500 social housing rental units and over 700 near market housing rental units. We offer both townhouses and apartments throughout the city. We welcome the opportunity to provide our families and individuals with a safe and secure place to call home. Visit Civida for more information.

We are currently looking for a Customer Service Clerk to join our team. This position is integral to the client experience and is often the face of the organization to clients and stakeholders. Customer Service Clerks are responsible for providing service to clients, both applicants and tenants, in the customer service area. Customer Service includes answering questions about the application process and the waitlist, taking in documentation requested by other clerks, reviewing income information and processing interim rent adjustments as well as assisting with any other client inquiries. This position works with external stakeholders by phone or in person and must present themselves and material in a manner that meets the communication needs of a diverse client and stakeholder population.

Key Responsibilities:

- Provide information to potential Tenants and other stakeholders regarding the various housing and supplement programs, including advising on eligibility requirements, program components, the point score system and the waitlist.
- Review application process and application forms with applicants, providing assistance in ensuring application is complete with required information.
- Provide support and guidance by explaining the application of the relevant legislation and policies to program recipients and potential recipients.
- Assist clients with filling out forms as needed.
- Refer clients to other agencies and government programs as appropriate.
- Accept documentation and enter information provided by clients into the information management system to ensure files are up to date.
- Review rent adjustment information and prepare rent adjustments in accordance with standard operating procedures and legislation/regulations.
- Review Annual Income Review packages, requesting more information as needed.
- Ensure household information on file is up to date, confirming legal name, address and family composition.



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- Review ledgers to determine account balances for clients as needed; including reconciling simple accounts; payment arrangements and/or credits are forwarded to Housing Clerks.
- Assist with tenant maintenance inquiries, referring to appropriate staff or site manager.
- Provide explanations of file activity to customers and define next steps, referring to appropriate staff as required.

Qualifications:

- High school diploma is required.
- Minimum of three (3) to four (4) years of customer service experience on phone and in person.
- Knowledge of other agencies and organizations to provide appropriate referrals for clients as required.
- Knowledge of applicable legislation is preferred, including, but not limited to, the Rent Supplement Regulation, Social Housing Accommodation Regulation, Freedom of Information and Protection of Privacy Act, Alberta Human Rights Act and the Residential Tenancies Act and regulations.
- Knowledge of social and language barriers, human behavior, family dynamics, health, mental health and addiction issues in dealing with a very diverse group of clients.
- Demonstrated active listening abilities.
- Excellent organization and time management skills.
- Ability to work independently with minimal supervision.
- Ability to be tactful, diplomatic and use good judgment in resolving issues.
- Ability to use Microsoft suite of programs and ability to learn other computer platforms.

How to Apply

Interested applicants must send in a resume with a cover letter explaining why they are interested in the position and why they believe they would be a strong candidate. The resume should set out relevant work experience and any volunteer experience that provides a picture of how the candidate fits with the position requirements.

We thank all applicants for their interest. Only individuals selected for interviews will be contacted. The successful applicant will be required to undergo a Police Information Check.

Send cover letter and resume to:

Human Resources, email: careers@civida.ca

Closing Date: June 17, 2022

Competition # 2204

Civida is an equal opportunity employer.