



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: Director, Customer Experience

Location: Edmonton

Term: Full-time, Permanent

At **Civida**, 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.

Reporting to the Vice President of Customer Experience and Community Partnerships (CECP), the Director of Customer Experience (CE), is a key member of the senior leadership team and through the application of a trauma-informed, equity and inclusion lens, is responsible for the development, delivery, and outcomes of the Civida Customer Experience Department.

This position will appeal to an experienced professional who is inspired by the mission of Civida, and who enjoys a diverse range of responsibilities. Essential to the success of the position has the willingness and aptitude to work as part of a team and the ability to thrive in a dynamic environment where opportunities are seized, and challenges are met with innovative and positive solutions.

Civida corporate values are core to the organization. We strive to hire individuals who possess these behavioral competencies at all levels of the organization.

- Integrity: Act with respect, embrace diversity and treat everyone with empathy and fairness.
- Diligence: Use the best information to focus on positive change and solutions.
- Stewardship: Exercise responsible management of our housing and resources.
- Authenticity: Foster an environment of accountability where all feel safe to work collaboratively and transparently.
- Investment: Invest in the success of our employees and customers.

A horizontal bar at the bottom of the page, divided into several colored segments: green, blue, yellow, purple, orange, purple, and red. The text 'Life starts with a home.' is written in white on the red segment.

Life starts with a home.



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Specific Accountabilities include:

Employee Leadership

- Provide leadership and direction to the department in the areas of: Customer Success, Rent Subsidy, Community Engagement and Tenant Compliance.
- Work to build a strong departmental team, having a clear vision and understanding of the Civida Strategic Plan, implementation of the Operational Plan and fostering a culture of collaboration, respect and mutual support.
- Lead, mentor and grow a team of high-performing individuals who will work together to connect and support those in need with safe and affordable housing.
- Create conditions for a trauma-informed workplace that promotes awareness of the impacts of trauma, enables a culture of curiosity and empathy, fosters workplace safety and highlights employee and customer strengths.
- Foster a culture of trust, innovation, transparency and accountability in all areas of responsibility.

Strategic Leadership

- Understand, convey, and create opportunities to enable achievement of the Strategic Plan goals and objectives.
- Represent Civida as a part of planning tables and system integration.
- Build strong relationships with partners, customers, provincial and municipal departments, and relevant local, provincial, and national networks.
- Work with executive and senior leadership to create a yearly operational plan that delivers on the objectives of the Civida Strategic Plan.
- Identify synergies and barriers between Civida programs and other supportive services within community and create relationships and pathways that will benefit Civida customers and the broader community.
- Ensure regular reporting on program outputs and performance, including reporting to the Civida Executive Team, government, agency partners and the Board.
- Apply a social determinants of health lens to planning and decision-making and share expertise with the CE team and Civida colleagues on the key role that safe and affordable housing plays in customer outcomes.



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Operations

- Ensure department administration of programs is in accordance with appropriate legislation and regulations including but not limited to the Alberta Housing Act, the Freedom of Information and Protection of Privacy Act and Occupational Health and Safety Legislation.
- Work with the Director of Housing to ensure the Community Housing, Near Market and Mixed Income programs are managed in accordance with the Residential Tenancies Act, the Alberta Housing Act, funding agreements, and Civida policies.
- Monitor performance of assigned programs using relevant evaluation tools including data and financial summaries and enable opportunities to improve results and customer experience.
- Lead engagement with community agencies to develop ongoing and mutually beneficial partnerships.
- Identify opportunities to upgrade or provide additional products or services to meet customer needs effectively and address barriers to customer experience.
- Create clear service level agreements and measurable KPIs to ensure Civida is consistently meeting or exceeding the needs of their customers.
- Act as an advocate for the customer by placing them at the forefront of all problem solving and decision-making processes.
- Handle critical-issue escalations and coordinate with multiple departments to resolve challenges with beneficial outcomes.
- Regularly monitor departmental budget ensuring that operations remain within budget and revenue opportunities are maximized.
- Forecast, monitor and report regularly on housing and subsidy budgets and programs to leadership and GOA as appropriate.

Qualifications - Minimum and Preferred (Education, Certification, Degree, Concentration, Skills, Knowledge, etc.):

- Degree in Social Work, Human Ecology, Social Sciences or a related degree is required.
- Graduate level education in a related discipline is an asset.
- Educational equivalencies may be considered.
- Minimum of 10-15 years of progressive experience managing, leading and mentoring staff.
- Preference will be given to experience in working with vulnerable populations.



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- Demonstrated experience in service delivery, leading and managing change, building organizational talent and capacity, and empowering teams to achieve outcomes.
- Proven track record of strong fiscal management and continuous improvement.
- Demonstrated experience interpreting current social, political, economic, and technological trends to effectively manage the portfolio of expertise.
- Thorough knowledge of, and experience in, implementing best practices including equity, diversity and inclusion and trauma informed practices.
- Excellent leadership skills including the ability to collectively create a vision of the future, influence and gain commitment, develop and mentor others into leadership roles and lead by example in the development of a high-performance team in a positive work environment.
- Strong skills and experience in developing and managing budgets.
- Strong computer skills in Excel and PowerPoint and ability to learn and master internal systems such as Yardi, as required.

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: January 27, 2023

Competition #2302