



www.civida.ca

E: help@civida.ca

P: 780-420-6161

F: 780-426-6854

10232 112 Street NW

Edmonton, AB T5K 1M4

JOB POSTING

Position: Customer Success Advisor (CS2)

Location: Edmonton

Term: Full-time, Permanent

Monthly Salary Range: \$4,696.22 - \$5,874.30 (Based on AUPE Collective Agreement)

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.

We are currently looking for a Customer Success Advisors to join our team. This position is integral to the customer experience and is often the face of the organization to customers and stakeholders. The Customer Success Advisor is responsible for providing service to clients, both applicants and tenants, in the customer experience area. Customer Success includes full cycle service from answering calls, e-mails, customer walk-in's and appointments to preparing and processing applications, managing the waitlist and all general inquiries related. Receiving documentation from customers, supporting other internal departments, reviewing income information and supporting customer rent adjustments. This position often works with external stakeholders who attend the office to assist clients and must present themselves and material in a manner that meets the communication needs of a diverse population.

Key Responsibilities include:

- Provide information to applicants, 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.
- Answer high volume of customer calls and e-mails. Respond to text and tenant portal. (Once established system is in place)
- 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.
- Respond to inquiries regarding the various housing and supplement programs and application process in accordance with prescribed guidelines.
- 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.
- Process tenant requests relating to notice to vacate as required.
- Ensure household information on file is up to date, confirming legal name, address and family composition.
- 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 rent adjustments.
- Assist with tenant maintenance inquiries, referring to appropriate staff on site.



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- Provide explanations of file activity to customers and define next steps, referring to appropriate staff as required.
- Travel to on-site offices and support tenants or applicants who cannot access the main office. Support on-site teams with info sharing and ongoing communication.
- Review, evaluate, and prioritize applications in accordance with the Alberta Housing Act, and corporate policies and procedures, approving those qualifying for the housing and/or supplement programs.
- Review application process and application forms with applicants, aiding in ensuring application is complete with required information.
- Cover rotation for front reception desk assisting with customers' needs regarding booking appointments, signing in and dropping off paperwork.
- Support customers who may need access to public computers available in the lobby.
- Greet appointments and inform others in the organization if their guests have arrived.
- Make Coffee/Tea and maintain the snack station.
- Ensure mail and documents are delivered to support services as required. Support the mail support services team where needed.

Qualifications:

- High school diploma is required.
- Minimum of three (3) to four (4) years of customer service experience on the 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.
- Ability to remain calm in challenging situations and focused on delivery of information and service, deescalating customers as necessary.
- Ability to communicate effectively displaying empathy, patience and understanding.
- Demonstrated active listening abilities.
- Excellent organization and time management skills.
- Strong computer skill set, ability to use Microsoft suite of programs and ability to learn other computer platforms. Experience in Yardi and Rent Café would be considered an asset.
- This position may require a vehicle to travel to and from on-site offices and partnership organizations and service centers.

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.

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: September 25, 2023

Competition # 2355