



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: Compliance and Recovery Clerk (CS2)

Location: Edmonton

Term: Full-time, Temporary (Approximately 12 months)

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 temporary Compliance and Recovery Clerk. The Compliance & Recovery Clerk is responsible responding to anti-social behaviour matters, the preparation and filing of tenancy related legal documents, and attendance on behalf of the organization at Residential Tenancy Dispute Resolution Services (RTDRS).

Responsibilities:

- Respond to tenant-related problems and concerns in accordance with corporate policies and procedures, making referrals where necessary. This may include, but is not limited to pets, rent, annual income reviews and social issues.
- Respond to inquiries from staff, tenants, site managers, outside/partner agencies and the public at large by both telephone and/or in-person.
- Coordinate and liaise with other operations teams as required.
- Maintain a working relationship with outside agencies, including the Edmonton Police Service, as it relates to job duties.
- Ensure that tenants are dealt with fairly, consistently, and in accordance with existing policies and procedures.
- Compile information needed for tenancy related non-compliance, including, non-payment of rent, incomplete annual income reviews, breach of lease agreement and/or RTA for purposes of legal action in accordance with corporate policies, procedures, and guidelines.
- Review documentation related to condition of units and non-compliant pest control for the purpose of legal action in accordance with corporate policies, procedures, and guidelines.
- Electronically file tenancy related legal documents at the courts in accordance with corporate policies, procedures, and guidelines.
- Attendance before RTDRS hearings on tenant-related matters.



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- Follow up on Court Orders and enforcement as required.
- Prepare 14-day Notice to Terminate Tenancy pertaining to social issues in accordance with the Residential Tenancy Act and corporate policies, procedures, and guidelines.
- Request and review Crime Free Addendums from Edmonton Police Service as required.
- Attend tenant socials and ensure compliance with the objectives of the Crime Free Multi-Housing Program.
- Provide current and ex-tenant reference checks in compliance with procedures.

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

- High School Diploma is required.
- Minimum of 4 years of experience in related position.
- Post-secondary diploma in Business Administration or a related degree is preferred.
- Knowledge and/or experience with the Residential Tenancy Dispute Resolution Service (RTDRS) is a requirement.
- A valid driver's license and personal vehicle is required.
- Experience with the judicial process, specifically attending court hearings and filing court documents is required.
- Considerable knowledge of the Alberta Housing Act, Residential Tenancies Act and FOIP.
- Strong professional presentation skills.
- Excellent oral and written communication skills.
- Strong analytical problem solving and decision-making skills.
- Excellent organizational skills with strong attention to detail.
- Demonstrated ability to write/compose formal written documents for legal purposes.
- Strong computer skills, including MS-Office Suite and ability to learn other programs,

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: November 2, 2023

Competition # 2361