



# CUSTOMER SERVICE REPRESENTATIVE

## JPAD19-05

<b>Position:</b>	<b>Customer Service Administrative Assistant</b>
<b>Position Reports To:</b>	Manager, Tenant & Housing Services
<b>Compensation:</b>	Annual Salary, group benefits and OMERS
<b>Work Location:</b>	Head Office, 28A Albert Street, Oshawa, ON
<b>Work Hours:</b>	Monday – Friday 8:30 a.m. – 4:30 p.m.

### **ABOUT DURHAM REGION NON-PROFIT HOUSING CORPORATION:**

Durham Region Non-Profit Housing Corporation is a social and affordable housing provider located throughout Durham Region. We are home to approximately 1,146 rental units within 19 residential properties. Our portfolio includes 8 high-rise and 11 combination low-rise apartments / townhome sites throughout the Region.

The mission of Durham Region Non-Profit Housing Corporation is to help meet the housing needs of the Region's diverse population through the provision of a practical, well-maintained and affordable housing portfolio integrated within the community. The Corporation assists with related services to support residents in their housing.

### **JOB DESCRIPTION:**

As **Customer Service Administrative Assistant** you will be providing a wide range of core administrative related tasks and support to others in the organization including Managers, Superintendents, other employees, tenants and suppliers (our customers) as required. This position performs front desk reception duties, coordinates office technology, provides statistical and analytical reports and key administration tasks in support of tenant services and other departments as required.

The **Customer Service Administrative Assistant** is required to multi-task, be accurate and possess an upbeat positive attitude. At first point of customer contact seek expedited response and resolution in support of laser focused customer service.

This position also acts as a representative for our applicants, tenants and clients and provides quality customer service by actively listening to our customers, asking the right questions and offering solutions. It is expected that the candidate will deliver reliable solution focused responses to our customers with a sense of urgency, sound judgment and respect for customers' time.

<http://www.durham-housing.com/employment-opportunities/>

### **QUALIFICATIONS:**

- Minimum grade 12 education, Business or Office Administration, Social Services, HR diploma or certificate is an asset
- 3 years relevant experience
- Satisfactory Police Security Clearance for Vulnerable Sector

### **CANDIDATE PROFILE:**

The candidate will possess a high proficiency with computers, phones and tablets, with a thorough knowledge of MS Office, Social Media and computer software including word processing, spreadsheets, and Outlook. The candidate will have excellent organizational skills, the ability to work as part of (and support to) a team, able to communicate effectively verbally and in writing, the skill to prioritize workloads in an ever changing environment, and possess the ability to provide superior service to a diverse and sometimes marginalized population. Respect for confidentiality is a must as well as professional conduct and safe working practices.



## Customer Service Rep – JPAD19-05

As an employer, Durham Region Non-Profit Housing Corporation is committed to build an organization that reflects the diversity of our tenants and communities we serve. We encourage applications from qualified individuals who represent diverse communities.

**Please submit your resume and cover letter, quoting the Job ID, as soon as possible to:**

Durham Region Non-Profit Housing Corporation  
28A Albert Street  
Oshawa, ON L1H 8S5  
Fax 905-436-5361 or email: [drnphc@durham-housing.com](mailto:drnphc@durham-housing.com)

**Consideration will be given as applications are received.**

Accommodation for a disability will be provided in accordance with the Ontario Human Rights Code. Applicants are required to make any accommodation requests for the application, interview or selection process known in advance by contacting the Executive Assistant, at [drnphc@durham-housing.com](mailto:drnphc@durham-housing.com), who will work together with the hiring committee to arrange reasonable and appropriate accommodation for the interview or selection process which will enable you to be assessed in a fair and equitable manner.