

## JOB DESCRIPTION

BCGEU

1. Position No. 80125, 22196	2. Descriptive Working Title Quality Assistant		3. Present Classification CL4
4. Branch Operations	5. Department Applicant Services	6. Work Location Hybrid – Site Central	Date Mar 2022
7. Position No. of Supervisor 80309	8. Descriptive Working Title of Supervisor Manager, Quality & Training		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Manager, Quality and Training, the Quality Assistant works in partnership with BC Housing staff and housing partners to ensure that housing partners complete timely and accurate records and administration of rent calculation for their housing units. He/She/They provides customer service and support in the daily operations of rent calculation functions to the housing providers. The position delivers standardized training, reviews and audits work provided by housing partners, and provides feedback for improvements and changes. He/She/They supports the Quality team and the larger Applicant Services team by assisting with the maintenance and creation of documentation and training materials, producing reports, participating on project task teams, and performing general administrative responsibilities.

11. Duties	
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- Responds to inquiries related to rent calculation from housing providers over the telephone, in person, or by correspondence.
- Explains BC Housing policies and procedures with respect to eligibility for subsidized housing, allocation of vacant units and rent subsidies, and determining monthly income for rent calculation purposes, particularly in the context of the funding programs and operating agreements. Reviews and resolves housing provider issues to support high levels of customer service.
- Provides information, standardized training, and support to housing providers, government agencies, and internal staff on the administration of rent-geared-to-income rules, income verification, the use of BC Housing's reporting systems, and access to and use of The Housing Registry database or other relevant systems.
- Solicits feedback on training outcomes from trainees, compiles results, and provides suggestions and recommendations for improvement to the Quality and Program Teams.
- Reviews, processes and updates applications for rent subsidy, in accordance with rent scales, operating agreements, and program guidelines. Ensures that proper information and documentation is provided from housing partners to support tenant eligibility for programs and services. Communicates with relevant parties to gather missing or incomplete information and documentation. Confirms tenant rent contributions for housing provider managed portfolios and housing provider administered rent supplement programs.
- Performs quality assurance reviews of rent calculations completed by housing providers. Identifies issues and training requirements.
- Identifies irregular rent subsidy applications, non-compliance with operating agreements, or other issues and refers to the Non-Profit Portfolio Manager or Internal Audit, as appropriate.
- Participates in user acceptance testing for system changes and enhancements related to rent calculation and tenant tracking or other systems and database functions used by housing providers. Makes recommendations for improvements for new and existing training materials and business processes.
- Tracks audit outcomes and prepares reports on quality measures and statistics related to rent calculation.

- Contributes to the identification of workplace, service and process improvement opportunities and trends and ensures that Quality and Program Teams are kept informed. Identifies gaps in policies and procedures and makes recommendations for improvement.
- Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

**STAFFING CRITERIA**

1. Position No. TBD	2. Descriptive Working Title Quality Assistant	3. Present Classification CL4
4. Education, Training and Experience:		

High school diploma plus post-secondary courses in office administration, business administration, or customer service.

Some experience in an office environment and in a customer service role providing detailed information to the public.

Or an equivalent combination of education, training, and experience acceptable to the Employer.

5. Knowledge, Skills and Abilities:
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**Core Competencies:**

- Personal Effectiveness
  - Communication
  - Results Oriented
  - Teamwork
  - Service Oriented
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- Sound knowledge of government and community agencies and the services they provide, affordable housing programs, and housing clientele.
  - Sound knowledge of general office procedures and systems.
  - Proficient in the use of standard computer applications including MS Word, Excel, and Outlook
  - Ability to learn, understand, and apply relevant Commission policies, practices, procedures, and guidelines, including those related to housing programs
  - Ability to deliver training and presentations to housing providers and internal staff
  - Ability to demonstrate patience and respect and exercise tact, diplomacy and good judgement when dealing with upset, angry or abusive clients with diverse cultural, educational and socio-economic backgrounds.
  - Ability to establish and maintain effective working relationships with staff, the public, and housing providers.
  - Ability to apply legislation, regulations, operating agreements, and other information sources for the purpose of assessing and explaining eligibility.
  - Ability to plan, meet deadlines and adapt to critical priorities in an environment with competing priorities and a heavy and diverse workload without compromising the quality of work.
  - Ability to multi-task in a fast-paced environment.
  - Ability to work independently and to contribute and co-operate in a team environment.
  - Ability to type minimum 40 words per minute
  - Solid command of English grammar, spelling and punctuation.
  - Strong verbal and written communication skills
  - Strong conflict resolution skills
  - Strong analytical, mathematical, and problem-solving skills.
  - Strong attention to detail
  - Occasional travel may be required

6. Occupational Certification:
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Criminal Record Check Required