

Heartland Housing Foundation serves over 900 households in Fort Saskatchewan & Strathcona County as a not-for-profit housing management body and the administrators for provincially funded rent supplement programs. We operate 12 properties, including affordable lodges, rent-geared-to-income seniors housing, and near market housing for all ages.

Heartland Housing Foundation actively advocates for expanded access to affordable housing in the region, and is a member of several national, provincial, and regional affordable housing associations and working groups.

### **Comprehensive Benefits Package:**

- **Company Pension:** Plan for the future with our contributory pension plan through LAPP
- **Healthcare:** Comprehensive dental care, extended health care, healthcare spending account, critical illness, long-term disability, AD&D, and life insurance
- **Wellness:** Access to our employee assistance program and wellness program, promoting a healthy work-life balance.
- **Financial Security:** Competitive salary, accrual-based vacation program, and full-time hours
- **Additional Perks:** Enjoy discounted food, a referral program, shift differentials and premiums, and on-site parking

### **Key Benefits:**

- **Work-Life Balance:** Enjoy every weekend off with standard daytime hours. We believe that a happy and fulfilled workforce is essential for long-term success, and we strive to create an environment where you can excel.
- **Career Development:** Engage in succession planning, opportunities for growth, and continuous learning through our supportive environment.
- **Collaborative Culture:** Be part of our collaborative committees driving innovation and excellence. You'll have the opportunity to work alongside talented individuals from diverse backgrounds, exchanging ideas, and collectively driving towards common goals.
- **Competitive Compensation:** Enjoy our competitive salary with full-time hours, an accrual-based vacation program, a comprehensive benefits package, as well as participation in the Local Authority Pension Plan (LAPP), and much more.....
- **Impactful Work:** Joining Heartland Housing Foundation means you are part of a company committed to building vibrant communities. Every day, you will have the

opportunity to be part of something meaningful and make a difference in the lives of those we serve.

### **Hours**

- 8:00am – 4:30pm: Monday to Friday
- 40 hours per week; 8 hours per shift

### **Pay**

- Competitive pay, starting range from **\$26.80 per hour to \$29.35 per hour** depending on experience and qualifications
- Shift differentials and shift premiums are available based on your scheduled shifts and hours

### **Location**

- Located at Dr. Turner Lodge 9422 94 Avenue, Fort Saskatchewan
- On-Site Parking available for all employees

### **Position Overview**

We're seeking a Senior Administrative Assistant who will play a pivotal role in providing top-notch administrative and customer service support across our organization. Your responsibilities will include managing administrative tasks and assisting managers, contractors, residents, and guests across our portfolio. Plus, you'll have the opportunity to supervise other administrative assistants within the portfolio. The ideal candidate will demonstrate strong leadership, collaboration, and problem-solving skills, with proven abilities in task prioritization and time management. You'll be the go-to person for organizing office needs within the portfolio and possibly extending support to the broader organization. Join us in making a difference through efficient and effective administrative support!

### **Responsibilities**

#### Administrative Support

- **Prepare Documents:** Provide administrative support by preparing correspondence, forms, letters, notices, presentations, and newsletters ensuring accuracy and adherence to brand guidelines.
- **Coordinate Events:** Assist in planning and coordinating special events, including venue booking, promotional materials, and informing support staff.

- **Manage Office Supplies:** Order office supplies, maintain inventory levels, and optimize budgetary requirements.
- **Assist Resident Services:** Support Assistant Manager in conducting tours, move-in/move-outs, income verifications, and preparation of resident tenancy documentation.
- **Maintain Database:** Input and manage data in the property management database system, ensuring accuracy.
- **Troubleshoot Equipment:** Address problems with office computers, security cameras, telephones, and emergency pendant systems.
- **Handle Payments:** Receive and process payments for various services, ensuring accuracy and timely submission to the Accounting department.
- **Participate in Planning:** Assist Site Manager in planning and budgeting for administrative needs, proposing and implementing efficiency improvements.

### Reception

- **Provide Customer Service:** Serve as the first point of contact for residents, families, stakeholders, etc., addressing inquiries and ensuring confidentiality.
- **Manage Incoming/Outgoing Communications:** Receive and distribute mail, emails, faxes, and deliveries as appropriate.
- **Maintain Reception Area:** Ensure the reception area is well-maintained and presentable, with appropriate resources available.
- **Manage Guest Registration:** Maintain guest registration records, ensuring compliance with sign-in/sign-out procedures.

### Supervision

- **Foster Collaboration:** Provide guidance and encourage collaboration within the team, promoting an environment where tasks are prioritized efficiently, and solutions are collaboratively reached.
- **Emotional Intelligence:** Handle team conflicts and feedback with emotional intelligence and professionalism, fostering a positive, solutions-oriented atmosphere.
- **Organize Work:** Plan and assign work to employees, coordinating with operational needs.
- **Support Recruitment and Training:** Support team members in developing core skills and mindset improvements through training, feedback, and performance evaluation. As well as assist in the recruitment, onboarding, training, and performance appraisal of team members.

- **Handle Operational Issues:** Resolve day-to-day operational issues and conflicts within the team, proposing solutions and making decisions to ensure smooth functioning.
- **Communicate with Management:** Serve as a liaison between the team and higher management, conveying organizational goals, policies, and feedback.

#### Health, Safety, and Environmental Stewardship

- **Safety Compliance:** Adhere to safety protocols and promote a culture of safety within the organization.
- **Cleanliness and Hygiene:** Maintain a clean and sanitary work area, adhering to health standards at all times.

#### **Requirements**

- Post-secondary education in a Business Administration, or other related field is preferred
- Three (3) years of previous administrative support, customer service and/or property management related experience is required
- Advanced knowledge of Microsoft Office is required
- Experience working within the YARDI system or other property management software is an asset
- First Aid/CPR certification is preferred

#### **Working Conditions**

- Frequent and ongoing contact with staff, residents, families, contractors, etc.
- The requirement to be able to lift and carry packages/boxes of varying sizes and weights
- May be required to work alone
- Occasional exposure to unpleasant or abusive individuals

#### **Application Process**

Interested applicants, please forward your resume including what position and appropriate hours you are applying for. This position will remain open until filled. We thank all applicants for their interest in this position, however, only those applicants selected for an interview will be contacted.

Heartland Housing Foundation offers competitive salary and benefits packages, training opportunities and an incredible work environment. The successful candidate will be required to provide an acceptable Criminal Records Check, 30 days current