



Job Title: Housing Programs and Operations Coordinator **Job Type:** Permanent, Full-Time (35 hours/week) **Salary:** \$36 – \$43.00 per hour

About Us:

Canmore Community Housing (CCH) is a non-profit corporation wholly owned by the Town of Canmore and operated as an independent organization. Established in 2000, CCH provides long-term non-market rental and ownership housing for a healthy and balanced community. Our mission is to bridge Canmore's housing affordability gap through long-term housing options for Canmore's workers.

The Role:

Reporting to the Housing Programs Manager, the Housing Programs and Operations Coordinator is the welcoming face and first point of contact at the CCH office. You will implement all aspects of CCH's Vital Homes programs, which include processing applications, managing files, and providing excellent customer service to our applicants and tenants. Beyond program support, you will coordinate our office operations and provide essential administrative support to our Executive Director and Board of Directors.

What You Will Do Customer Service (30%)

- Serve as the first point of contact, providing empathetic and effective support to applicants, tenants, homeowners, and partners.
- Guide applicants through the Vital Homes program access and lease renewal processes by providing accurate information, responding to questions, and offering application support.
- Answer phone lines, direct inquiries, and provide customer referrals to other housing or social support agencies when appropriate.

Housing Program Administration (30%)

- Review and process new and renew housing applications, ensuring all documentation is accurate and complete.
- Maintain databases and SharePoint sites with applicant, tenant, and property information, ensuring data integrity and confidentiality in accordance with CCH policies and legislative requirements.
- Track monthly rental statistics, update waitlists, and manage contact lists.

Office Administration & Coordination (20%)

- Oversee office administration including maintenance, supplies, IT services, and shared boardroom bookings.
- Proactively identify opportunities to improve business processes and office efficiency.

- Organize and maintain accurate record-keeping structures across all CCH SharePoint sites.

Executive Director and Board Support (20%)

- Schedule and organize meetings for the Board of Directors, Committees, and Shareholders.
- Prepare and distribute meeting agendas, packages, and minutes.
- Track approved motions, maintain Board member profiles, and uphold the confidentiality of governance information.

What We Are Looking For:

- Post-secondary diploma or certificate in Business Administration, Office Administration, Human Services, or a related field.
- 2+ years of administrative, program support, or office coordination experience.
- 2+ years of customer service experience in a customer-facing role.
- Demonstrated strong initiative, organization, time management, and problem-solving skills.
- Demonstrated excellent written and verbal communication skills with a variety of audiences.
- Proficiency with Microsoft 365 applications, including SharePoint.
- Experience managing confidential records, sensitive information, and document management systems.
- Ability to provide professional, empathetic, and customer-centered service to diverse populations.
- Experience supporting senior leadership, Boards, committees, or governance processes will be considered an asset.
- Experience in the non-profit, housing, property management, or social services sectors will be considered an asset.
- Equivalent combinations of education and experience may be considered.

How to Apply: Please submit your resume and cover letter to our email live@canmorehousing.ca