



Career Opportunity

Tenant Operations Officer

Apply before 2023-03-19.

Reference: 2223-2223-281

Rate of pay: \$61,479-\$77,790 annually

Classification: ADG-F

Outcome: Temporary

Work environment: Hybrid

Work location: Ottawa, ON

Service area / Division: Parliamentary Precinct Operations / Building Support Services

Area of selection: Restricted

Language requirements: BBC

About the role

This selection process is restricted to employees working within the House of Commons Administration employees.

As the link between Parliamentary Precinct Operations (PPO) and the Client Care team (CCT), the Tenant Operations Officer (TOO) is responsible for providing tier 2 support and business guidance with regards to complex and escalated requests submitted through dedicated tools and channels concerning tenant operations (renovations, repairs, office moves and exchanges, interior decoration, etc.), trades, maintenance, public services and procurement Canada, and room reservation/allocation requests and delivers assistance. The TOO also acts as the link between the CCT and the Client Liaison Coordinator (CLC) ensuring possible gaps in client requests are clarified to ensure a smooth and accurate handover to the CLC for event support and logistical planning.

The TOO is responsible for developing and maintaining related operational processes, procedures and tools for the day-to-day monitoring, review, assessment, processing, and escalation of requests. The officer monitors and captures service data and analyses trends in demands contributing to the continuous improvement of service delivery. As the subject matter expert with a broad knowledge of particular business lines, oversees any requirements to adapt services and processes and ensures knowledge transfer and training on any new processes and procedures operationalized by the CCT.

Top reasons to join the team

In this role, you will be committed to establishing and maintaining harmonious and collaborative relationships with various internal and external service providers. Your in-depth knowledge of the organizational structure, the mandate and mission of the directorate and the various units will be valued in this position. You act a subject matter expert and assist the Parliamentary Precinct Operations by providing excellent client service. We are a small team that offers flexibility, excellent work-life balance and has everyone's best interests at heart.



Work where history is made

What you need

Education	<ul style="list-style-type: none">▪ A secondary school diploma.
Experience	<ul style="list-style-type: none">▪ Extensive experience in client service and of the workings of a client call centre;▪ Extensive experience in assessing and validating service requests and fulfilling agreements on service options and alternative solutions;▪ Extensive experience in reviewing and processing different requests from internal and external clients in accordance with business procedures;▪ Experience in evaluating and analyzing information, assessing clients needs for various types of requests, and solving problems in accordance with applicable policies;▪ Extensive experience in explaining policies, processes and procedures to internal and external clients;▪ Experience in assessing security, maintenance, and multi-media needs;▪ In depth knowledge and extensive experience in interpreting guidelines, administrative policies, processes, and procedures.
Other	<ul style="list-style-type: none">▪ Experience and/or knowledge of House Operations, Committees, Event Management and Protocol/Associations/Exchanges.

Outcome

Staff the position of Tenant Operations Officer on a determinate basis (temporary).

Create a pool of potential candidates that may be considered to staff future vacancies for this position or for other similar and/or related positions on an indeterminate and/or determinate basis.

Consideration may be given to candidates with other linguistic profiles.

Competencies

Candidates will be evaluated against the House of Commons Administration Competency Framework – (Specialized Support).

Our commitment to inclusion, diversity, equity, and accessibility

The House of Commons Administration is committed to being a leader in inclusion, diversity, equity and accessibility. We continuously evolve our practices and design them in such a way as to ensure that everyone can equitably participate to the upmost of their abilities. As “One House,” we leverage diversity in all its forms and recognize that everyone has valuable contributions to make and the potential for individual growth.

Apply and learn more!

If you dream of joining an organization that is small enough for you to be noticed, but big enough to provide you with a meaningful career, then we want to hear from you! We carefully review all applications and contact candidates retained for further consideration in a timely manner. Click on “Essential information” below to learn more about our selection process.

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