



MOHAWKS OF THE BAY OF QUINTE KENHTÈ:KE KANYEN'KEHÁ:KA

HUMAN RESOURCES, ADMINISTRATION OFFICE
24 Meadow Drive, Tyendinaga Mohawk Territory, ON K0K 1X0
Phone 613-396-3424 Fax 613-396-3627
Website: www.mbq-tmt.org

EMPLOYMENT OPPORTUNITY

Position Title: Housing Arrears & Collections Officer (New Position)

Posting Type: Internal

Program: Housing & Band Property

Location: Tyendinaga Mohawk Territory, ON

Position Type: Full Time

Duration: Permanent Position

Posting Closes/Deadline: October 11, 2026, at 11:59 p.m.

Tentative Interview Dates: TBD

Salary Range: Pay Grade Level C (Salary range \$27.80/hr - \$28.87/hr)

About Us:

Mohawks of the Bay of Quinte (MBQ) is a vibrant First Nation community located on the beautiful shores of the Bay of Quinte. We are located approximately 20 minutes from Belleville, ON and centrally located between Toronto and Ottawa. There are approximately 11,000 registered members with approximately 2200 residing in Tyendinaga. MBQ is an employer that prides itself on diversity and fairness, providing a progressive working environment that fosters culture, positivity, and growth.

Position Summary:

The Housing Arrears & Collections Officer will serve as the primary link between tenants, mortgage holders, the MBQ Housing Department, and the MBQ Finance Department for housing-related receivables, arrears, collections, and foreclosure coordination. This position is responsible for the administration, monitoring, and collection of housing-related receivables, including rent and mortgage arrears, emergency loan repayments, maintenance and damages recoveries, and other housing charges.

The Housing Arrears & Collections will work proactively with tenants and homeowners to prevent arrears through early intervention, payment planning, household budgeting support, financial counselling referrals, debt-recovery arrangements, and, where required, collections through Small Claims Court judgments.

This position will lead and coordinate foreclosure processes for the MBQ Revolving Mortgage Program and the BMO/RBC On-Reserve Mortgage Programs.

Reporting:

This position will report to the Director of Housing & Band Property. This position has no direct reports.

Summary of Main Responsibilities:

☞ Responsible for planning and performing scheduled tasks by:

- Monitor and manage housing receivable accounts, including rental arrears, mortgage arrears and defaults, emergency loans, and other housing-related charges

- In collaboration with MBQ's AR Officer produce timely monthly arrears reports identifying overdue accounts and collection priorities.
- Contact tenants and homeowners regarding overdue accounts through telephone calls, letters, emails, and in-person meetings. (Letters A, B, and C)
- Develop, implement and monitor debt-recovery payment arrangements.
- Recommend account escalation measures when debt-recovery payment efforts have been exhausted
- Prepare documentation required for enforcement actions in accordance with MBQ policies and applicable legislation.
- Coordinate and prepare documentation for foreclosure process including Bank Payouts, Demand Letters, and liaise with MBQ's legal representatives when court orders are needed.
- Seek financial restitution through Small Claims Court for outstanding/delinquent payments, rental arrears, damages or other housing related charges.

☞ **Other related duties:**

- adhering to the Occupational Health and Safety Act and MBQ policies and procedures
- identifying operational problems and bringing them to the attention of the Manager

☞ **All other duties as required**

Requirements:

- ☞ Diploma in Business Administration, Accounting, Public Administration, Indigenous Community Development, Social Services, or related field
- ☞ Financial counselling, collections, or mediation training considered an asset
- ☞ First Nation Housing Professional designation, or willingness to obtain
- ☞ 3 years of experience in collections, accounts receivable, property management, housing administration, financial administration, or a related field
- ☞ Combination of training, education and experience may be considered (at the discretion of the organization)
- ☞ Experience in a First Nations setting is an asset
- ☞ Must provide a satisfactory Criminal Record Check (documentation will be required if successful applicant)
- ☞ First Aid and CPR an asset (and must be willing to take the training if hired)
- ☞ Reliable transportation, Valid G Drivers Licenc, and clean Abstract

Knowledge, Skills and Abilities:

- ☞ Knowledge of general accepted accounting principals
- ☞ Knowledge of lending and mortgage procedures, credit analysis, deb collection and collateral registration procedures
- ☞ Knowledge of the Finance Administration Act, the Indian Act, the Bankruptcy Act and Land Registry procedures
- ☞ Experience with Outlook Express, Microsoft Word, Microsoft Excel, including features such as databases and pivot tables
- ☞ Demands typical of an administrative position within an office environment Ability to work as an individual and as part of a team
- ☞ Excellent listening and oral communication skills.
- ☞ Must be self-motivated, and able to work with minimal supervision
- ☞ Ability to interpret, implement and adhere to organizational policies and procedures
- ☞ Excellent organizational and time management skills with strong attention to detail

Behavioural Competencies:

- ☞ Must maintain strict confidentiality
- ☞ Be honest, respectful and trustworthy
- ☞ Adaptable & Flexible
- ☞ Possess cultural awareness and sensitivity
- ☞ Demonstrate sound work ethic
- ☞ Demonstrate keen attention to detail

Application Process:

If you are interested in this opportunity and possess the above list of qualities and requirements, please forward your resume and cover letter via mail, email, fax or in person to:

By Mail: Mohawks of the Bay of Quinte
24 Meadow Drive
Deseronto, ON K0K 1X0
ATTN: Careers

By Fax: 613-396-3627

By Email: careers@mbq-tmt.org

For more information or a detailed job description, please contact Human Resources at (telephone) 613-396-3424 or (email) careers@mbq-tmt.org

To find out more about Mohawks of the Bay of Quinte, please visit our website at www.mbq-tmt.org

- *Internal Postings are for members of MBQ or active employees only (please advise/declare in your email and/or cover letter)*
- *The tentative interview date(s) are subject to change and are posted for planning purposes only*
- *MBQ is grateful for all who show interest in joining our team and take the time to apply, however, only those chosen for an interview will be contacted*
- *Late applications will not be considered*
- *MBQ is an equal opportunity employer, as well, MBQ references Canada's Aboriginal Employment Preferences Policy*
- *Must legally be eligible to work in Canada*
- *If you require accommodations for the interview, please let us know*
- *AI may be used in applicant selection, all final decisions are made in person*
- *MBQ is an equal opportunity employer, as well, MBQ references Canada's Aboriginal Employment Preferences Policy*