

## Staff Profile - Paulette Doucet

Paulette Doucet began working for the Northwest Territories Housing Corporation immediately after moving to Yellowknife in 1994 after completing her Bachelor of Commerce Degree at Dalhousie University. She has served in various capacities: Corporate Cashier, Batch Reconciliation Clerk, Accounts Payable Clerk and Mortgage Officer. In 2007, she became the Manager of Asset Management.

As Manager of Asset Management, Paulette oversees all of the 1600 homeownership mortgages, and is also responsible for the financial management of the Corporation's portfolio of approximately 2300 public housing units and 100 market housing units.

Paulette tracks the value of all of the mortgages on the Corporation's books. She also keeps track of when the Corporation builds new units or adds value to the units. Paulette tracks the construction cost or the cost of repairs in order to ensure that all the financial statements are correct for auditing purposes.

Paulette also maintains the Corporation's public and market housing inventory, which is a complete listing of all the housing units that the Corporation owns at any given time. She also keeps track of condition ratings done by technical staff in the District: "It's all part of the inventory information."



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"The amount of work is exciting and keeps me on my toes", says Paulette, "There is a lot to do."

Paulette gives assistance to District program staff who are the Corporation's main contact point with the clients. Paulette also provides a lot of the information that district program staff need to work with the homeownership clients – details on a client's mortgage, loan, or rental program.

Paulette is also responsible for training district staff in areas related to mortgage administration. In the fall of 2007, she organized a three-day workshop to provide training to District program staff and District controllers in the area of customer service. The courses offered were: Caring for Customers, Healing Customer Relationships and Reaching Stellar Services.

Paulette's main goal is to have all clients paying their mortgages and increasing the collection rate from 36% to 90% by 2011. District staff are the point of contact with homeownership clients and it's important that District staff become more familiar with the options clients have under the Mortgage Payment Plan for paying back arrears. District controllers are responsible for making sure clients are paying their mortgages. Program staff are there to counsel clients, help and support them. There has been a fair amount of staff turnover in Districts and new employees have to deal with issues from before their time, so it's important that these employees receive training and are supported in their duties. Paulette is happy to report: "Progress is being made!"

## OUR PEOPLE Paulette Doucet

## NWTHC employs 108 people throughout the Northwest Territories

