

Job Class Profile: **Lands Officer I**

Pay Level: **CG-26** **Point Band:** **490-533**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	3	2	3	3	3	2	1	2	
Points	187	50	13	14	90	65	41	21	21	502

JOB SUMMARY

The Lands Officer I is technical and administrative work assisting in the registration and processing of various requests for the disposition of Crown land.

Key and Periodic Activities

- Provides front line customer service/administration relating to Crown land enquiries, such as information on land availability and records. Disseminates information on Crown land policies and procedures through counter service, telephone and written correspondence.
- Receives and screens applications and reviews legal documentation such as Bills of Sale, Deeds of Conveyances, Wills, etc., for the purpose of ensuring such documentation meets the department's criteria for acceptance and informs the public on the correct and proper method to obtain legal title to land.
- Processes a variety of applications for Crown land use. For new Crown land applications, land areas are plotted in departmental computer mapping system and referral agencies are selected; for land transfers, records are updated and changed in the database; for Land Grants, processes are initiated in the appropriate database for documents to be generated by the Titles Office.
- Collects revenue and records payments for a variety of fees and services.
- Reviews title documents to ensure that all of the necessary criteria have been met. Documents must be signed and all payments made. Forwards documents for appropriate departmental signature, mails out final documents to client, records and generates information through applicable database prior to submission to the Registry.
- Ensures documents have been returned from clients within the specified time frames; generates 30 day reminder notices.
- Identifies, recommends and initiates approved changes in Branch procedures.
- Attends staff training.
- Checks to ensure the Certificates of Approval have been received from Government Services within the proper time frames.

SKILL**Knowledge****General and Specific Knowledge:**

- Relevant Acts, Regulations, Policies and Procedures.
- Geographic Information System (GIS).
- Geomatics (land surveying techniques).
- Property Law.

Formal Education and/or Certification(s):

- Minimum: 2 Year Specialized Diploma in Resource Management, Engineering or Geomatics as well as additional course work in property law, business administration and land management.

Years of Experience:

- Minimum: 1 - 2 years.

Competencies:

- Written and verbal communication skills.
- Analytical skills.
- Ability to apply established techniques.

Interpersonal Skills

- A range of interpersonal skills are used to listen, ask questions, provide routine and complex information and gain the cooperation of others to complete work relating to processing applications. Less frequently may deal with upset or angry individuals.
- Most significant contacts are employees/co-workers within the immediate work area to assist in front line counter service, employees/co-workers within the department to complete work tasks, and Manager/Supervisor to seek direction on certain tasks.

EFFORT**Physical Effort**

- The demands of the job generally do not result in considerable fatigue, requiring periods of rest.
- Lifting or moving objects are not typically required. Occasionally, grant volumes and photocopier supplies weighing up to 10 lbs. require lifting.
- The use of fine finger/precision work and sitting for extended periods of time occurs when using a computer to process applications, preparing correspondence and using GIS and other software to retrieve data.
- Tasks and activities involve a considerable amount of time standing at a front counter providing services and bending to retrieve files, with the remainder of time sitting to perform other functions.

Concentration

- **Visual** concentration includes staring at a computer screen to check and retrieve information, review supporting legal documents, and checking fees to ensure accuracy.

- **Auditory** concentration includes listening to client's enquiries over the phone or to multiple clients when performing counter service.
- Activities such as making minor changes on document cover letters, ensuring that information placed in the documents is correct and relaying information to the public regarding the application process can be **repetitious and require alertness**.
- Time pressures and deadlines are experienced when assisting clients who may have a sale or mortgage pending on their property. **Lack of control over work pace** occurs when there are excessive client demands.
- The use of a computer to perform a variety of tasks requires **eye/hand coordination**.
- **Exact results and precision** is important when plotting applications from rough descriptions or surveys and when selecting referral agencies at the time of application.

Complexity

- Work typically involves tasks that are repetitive and well defined and allow for the use of similar skills and knowledge; from time to time there may be tasks for which a limited number of guidelines or procedures exist.
- Typical challenges/problems/issues that occur involve the inability to satisfy a client's needs due to other departments, agencies or individuals involved in the application process. Another would involve assisting clients in determining Crown land sites available, using departmental mapping, surveys and land use atlas. While these challenges exist, many can be addressed by following a standard set of guidelines or procedures.
- Reference material and resources available include policy and procedure manuals, legislation, departmental databases, coworkers and/or supervisors.

RESPONSIBILITY

Accountability and Decision-Making

- Work task and activities are moderately prescribed and controlled as direction on work is provided but then is performed independently.
- Without formal approval decision can be made related to determining what information can be provided to an applicant regarding their application; retrieving information from the Crown land vault for the general public, solicitors, etc; and selecting referral agencies.
- Providing refunds to applicants, assignments on leases/licences, approval of applications and travel claims, must be approved in advance by a supervisor.
- Employees exercise discretion and judgement when interpreting directions and applying guidelines when screening and plotting applications and selecting referral agencies.

Impact

- Impacts are felt internally within the immediate work area/department/government as well as externally with clients and the general public.
- Work activities impact processes and systems (i.e. application process, GIS and other databases); finances (i.e. revenue collected) and corporate image (i.e. timeliness of completion of tasks and activities).
- An error in processing an application could result in complaints being made to the Supervisor or cause a delay and impact other staff involved in the process. This would also impact other

divisions or departments from carrying out their mandate. Typically, errors are identified and resolved within hours of identification.

Development and Leadership of Others

- There is no requirement to provide bargaining unit supervision to staff.
- Does provide some development and leadership activities such as on-the-job advice/guidance and may assist with training new employees on policies and procedures.

WORKING CONDITIONS

Environmental Working Conditions

- Safety equipment or special precautions are not required.
- Work tasks and activities are performed in an open office environment resulting in some exposure to unusual or distracting noise and glare from using a computer screen.