

Job Class Profile: Lands Officer II**Pay Level: CG-29 Point Band: 622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	2	3	4	4	3	4	2	
Points	187	67	13	14	120	87	62	86	21	657

JOB SUMMARY

The Lands Officer II is responsible for coordinating, supervising and monitoring requests for the disposition of Crown land; Crown land title maintenance; issuance of Crown titles; as well as application approvals and processing. Provides relevant information on legislation, resource management, conservation, surveys, inspection and enforcement. Reviews, develops and recommends policies and procedures.

Key and Periodic Activities

- Supervises all aspects of front line customer service/administration, such as collection and consolidation of revenue; monitoring and identifying improvements to be made to the application process; provides technical assistance on database systems; identifies training needs; and coordinates various aspects of the Crown Land Geographic Information System (GIS) in the delivery of day-to-day operations.
- Provides information to the general public about the application process. Enters and retrieves data from the GIS systems to determine if there are any land use conflicts, prepares maps for clients, plots applications and determines referral agencies.
- Maintains and coordinates the Application Tracking and Crown Titles Registration System.
- Participates as a member of the Regional Land Committee.
- Prepares detailed briefing reports and letters relating to the application process.
- Prepares statistical and other reports.
- May evaluate Access to Information and Protection of Privacy requests and coordinates the research and preparation of information.
- Oversees completion of daily revenue summaries and ensures weekly summaries are forwarded to Accounts Receivable; maintains petty cash; supervises budgetary process for the office.
- Evaluates requests involving transfers and amendments of Crown land titles and administers all related processes to ensure compliance with legislative and contractual obligations of land tenure agreements.
- Deals with various Federal and Provincial Agencies, law firms, consulting firms, surveyors, private industry and the general public concerning Crown land issues.

Key and Periodic Activities

- Reviews policies and procedures on an ongoing basis and makes recommendations for changes when necessary.
- Reviews legal documentation to ensure that all dispositions and transfers are issued to persons holding a valid legal interest. Assists, advises and guides staff and customers pertaining to legal and legislative requirements.
- Provides front line counter service.
- Performs field investigations as required.

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.
- Ability to coordinate work or project activities.

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening, asking questions, providing routine and complex information (i.e. processing of applications); giving advice, facilitating meetings, conducting training, gaining the cooperation of others to complete work and dealing with upset or angry people. From time to time is required to make formal presentations.
- Most significant contacts are with employees/co-workers to ensure continuity of work flow, with Manager/Supervisor to obtain advice and direction on priority objectives, and with Clients/General Public to provide information, advice and direction on inquiries.

EFFORT

Physical Effort

- The demands of the job generally do not result in considerable fatigue, requiring periods of

rest.
<ul style="list-style-type: none"> — Lifting or moving objects are not typically required. — The use of fine finger/precision work and sitting for extended periods of time occurs when using a computer to process applications, prepare correspondence, use of GIS and other software to retrieve data. Standing is required for periods of time to provide counter service. — Occasionally, driving is required to attend seminars, training, and attend meetings.
Concentration
<ul style="list-style-type: none"> — Visual concentration includes staring at a computer screen to check and retrieve information, review supporting legal documents, and perform detailed map preparation and application processing. — Auditory concentration includes listening to client's complaints and concerns and listening to client enquires. — Activities such as utilizing the application tracking system can be repetitious and require alertness. — Time pressures and deadlines are experienced when applications must be completed in a timely manner. Lack of control over work pace occurs when there are excessive client demands and various priority issues. — The use of a computer to plot boundaries and generate maps for legal documents requires eye/hand coordination. — Exact results and precision is important in the preparation of legal documentation, conducting field inspections and when preparing financial reports.
Complexity
<ul style="list-style-type: none"> — Tasks tend to be 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 includes analyzing and formulating a course of action for issues relating to land ownerships and ensuring staff follow policies and procedures in the processing of applications. — While these challenges/problems/issues 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
<ul style="list-style-type: none"> — Work tasks and activities are moderately prescribed and controlled. — Without formal approval decisions can be made related to determining what information can be provided to an applicant regarding their application, whether or not to accept an application during the initial screening process and addressing work flow and backlog issues. — Approving refunds to applicants and approval of formal training requests must be approved by a supervisor. — Discretion and judgement is exercised in interpreting directions and applying guidelines to

<p>make decisions when advising clients on land matters; screening and plotting applications; making sure that area and shape of land conform to client's requests; selecting referral agencies and approving extensions to deadlines as per policy. Provides advice on policies and procedures, and when making recommendations on development applications.</p> <p>— A high degree of independent discretion and judgement is used when recommending matters for field investigation.</p>
<p>Impact</p> <p>— Impacts are typically felt internally within the immediate work area/department/government and occasionally with clients and the general public.</p> <p>— Work activities impact processes and systems (application process, GIS and other databases); finances (revenue collected) and corporate image (timeliness of completion of tasks and activities).</p> <p>— An error in processing an application to the next level could result in complaints being made to the Office Manager and impact other staff involved in the process; another Division or Department from having the necessary information to carry out their mandate; and an application overturned resulting in unnecessary costs and inconvenience.</p> <p>— Work and methods are controlled and if an error is overlooked, it is usually picked up at the Regional Lands Committee.</p>
<p>Development and Leadership of Others</p> <p>— Typically responsible for direct and ongoing bargaining unit supervisory activities for a small size work group of employees (1 to 4 employees).</p> <p>— Provides development and leadership activities such as on-the-job advice/guidance, on-the-job direction, feedback, orientation, on-the-job training, building morale and employee relations, delegating/allocating tasks, organizing and coordinating the work of students, and acting as a technical mentor.</p>

WORKING CONDITIONS

<p>Environmental Working Conditions</p> <p>— Safety equipment or special precautions are not required.</p> <p>— 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.</p>
