

Job Class Profile: Residential Tenancies Officer I**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	5	5	2	3	4	4	4	1	1	
Points	233	83	13	14	120	87	83	21	11	665

JOB SUMMARY

The Residential Tenancies Officer I provides information to landlords and tenants on their rights and obligations under the Residential Tenancies Act, and provides effective and efficient dispute resolution through mediation.

Key and Periodic Activities

- Provides guidance, advice and assistance to both landlords and tenants in bringing disputes before adjudication hearings; explains and assists parties with the various steps in the mediation and adjudication process; ensures all applications to hear a case are complete with the appropriate documentation.
- Assists parties in the completion of hearing forms, applications for order of possession, and all other claims.
- Receives fees when required.
- Provides explanation of the procedure to serve a claim (i.e. Affidavit of Service).
- Assigns an application number and hearing date through a computerized dispute resolution system.
- Investigates and documents alleged contraventions of the Residential Tenancies Act and/or landlord/tenant leases for the purpose of remedial action. Assembles evidence and presents at scheduled hearings.
- Commences and carries an action through the Division which results in an Order being issued concerning the following matters: Order of Possession or Validity of Termination Notice, repairs/damages, arrears of rent, refund/application of security deposit, various disputes regarding the terms and conditions of a tenancy agreement, draft agreement outlining the terms and conditions agreed by both parties.
- Answers telephone and counter enquiries and provides explanations regarding the dispute resolution process.
- Witnesses the Affidavit of Service as a Commissioner of Oaths.
- Certifies Orders for Enforcement. If an order is issued the Officer verifies the file to ensure the time frames have passed, and explains the procedure for enforcement. If mediation fails, the Officer converts mediation to an Order and explains the procedure for enforcement.
- Investigates and mediates disputes between landlords and tenants and drafts mediated agreements outlining the terms and conditions agreed to by both parties.
- Conducts public speaking sessions upon the request of landlords, tenants, and other interested groups to provide information and interpretation of the act and associated regulations, the role

Key and Periodic Activities

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| <ul style="list-style-type: none"> of the Residential Tenancies Division as well as the rights and obligations of parties concerned. — Disseminates copies of decisions to all parties concerned. |
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SKILL

Knowledge

General and Specific Knowledge:

- Specialized knowledge of the Residential Tenancies Act and Regulations, the Residential Tenancies Division Policy Manual, dispute resolution, and mediation.

Formal Education and/or Certification(s):

- Minimum: Undergraduate Degree or a Diploma in Social Sciences, Education, or equivalent.

Years of Experience:

- Minimum: 4-5 years experience in a legal, mediation, court, or negotiation environment.

Competencies:

- Mediation and dispute resolution skills.
- Oral and written communication skills.

Interpersonal Skills

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| <ul style="list-style-type: none"> — A range of interpersonal skills are used including listening to information from others, asking questions to gather information, providing routine and complex information/direction to others, instructing/teaching/training, gaining the cooperation of others to complete work tasks, dealing with angry or upset people, and resolving disputes between people. Skills are used to listen, understand, and ask questions when a client is seeking a solution to their situation in order to provide the best direction. Having patience and remaining calm is required with clients who are angry/upset or who are having difficulty explaining their situation or providing advice/guidance to clients with varying knowledge and understanding (i.e. clients from different cultures, clients with cognitive impairments, tenants of bed sitting rooms, lawyers, private and corporate landlords). — Communications occur with employees within the immediate work area, department and outside the organization. — The most significant contacts are with employees in the Division to gain their interpretation of legislation for a given situation, manager/supervisor and co-workers/employees within the region and members of the general public (i.e. tenants and landlords). |
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EFFORT

Physical Effort

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| <ul style="list-style-type: none"> — The demands of the job do not result in fatigue, requiring periods of rest. — Work typically does not involve any lifting requirements. — Work involves sitting at a desk to perform computer work and answer phone calls and standing and to provide front counter service. — Fine finger precision work is required for the use of a computer. |
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- Walking and driving are occasionally required.

Concentration

- **Visual concentration** is required to proof-read documents, applications and agreements; to use the computer and maintain eye contact with clients.
- **Auditory concentration** is required to listen attentively to clients and answer telephone and counter inquiries.
- **Repetition requiring alertness** occurs when listening attentively to the details of a client's situation.
- **Eye/hand coordination** is required for use of a computer.
- **Exact results and precision** is required to refer clients to appropriate sections of the Act. Ensuring clients leave with all the information required to continue with their claim or that all applications to hear a case are complete with the appropriate documentation.

Complexity

- Work tasks are generally different but allow for the use of similar skills and knowledge.
- Problems, issues and challenges may be resolved using established policies/procedures or may be resolved in a team setting in cases where there are limited or no standardized solutions.
- A typical challenge, problem, or issue is working with clients who request information but are dissatisfied with the response, and become upset with the Officer. Working with clients to achieve agreement through mediation.
- When addressing typical challenges or problems, reference may be made to the Residential Tenancies Act, Residential Tenancies Division Policy Manual, and other staff and management.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are somewhat prescribed or controlled.
- Supervisor approval is required when mediation agreements are achieved, to ensure appropriate wording in the event that the agreement has to be converted to an Order.
- A high level of discretion must be exercised when interpreting and applying the Act. Due to the nature of the service provided, the Officer must frequently deal with individuals who are in an adversarial situation. As a result, discretion must be exercised to determine whether hired security will be required at the hearing.

Impact

- Generally has the most significant impact within the immediate work area, within the department, on clients/general public, and on finances.
- Information is provided directly to clients ensuring they are directed to the appropriate section of the Act that applies to their situations so they can make decisions based on the options available to them.
- If incorrect information is provided to a client they may make a decision which would affect

them financially.

- Consequences of mistakes or errors are generally felt within the immediate work area, department and on clients in terms of finances.
- Consequences of mistakes or errors are typically resolved within hours of problem identification.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Provides advice, guidance, direction, and on the job training to new employees and students.

WORKING CONDITIONS

Environmental Working Conditions

- There is no requirement for safety precautions or equipment.
- There is no likelihood of minor cuts, bruises, abrasions, injury, or illness causing disability.
- Typically no adverse environmental conditions exist. There may be exposure to a lack of privacy when working with clients who may be upset and loud.