

<https://m.eluta.ca/spl/tenancy-dispute-officer-a508739ca239a9a119ec914a6ba53b6e>

Accessed June 10, 2022

Tenancy Dispute Officer

Alberta, Government of

Calgary AB

FULL-TIME EMPLOYMENT

APPLY BY June 10, 2022

Salary: \$3,062.51 - \$4,121.25/bwk

The Residential Tenancy Dispute Resolution Service (RTDRS) office is looking for two Tenancy Dispute Officers (TDOs) to be part of our dynamic team - delivering fair and efficient client service using strong interpersonal, decision-making and communication skills.

The RTDRS is a quasi-judicial administrative tribunal responsible for resolving disputes between landlords and tenants, primarily by conducting hearings and ordering remedies in accordance with the Residential Tenancies Act, the Mobile Home Sites Tenancies Act, and related regulations. Reporting to the RTDRS Director, TDOs are responsible for:

- Holding hearings,
- Providing information to parties,
- Assessing legal or procedural arguments raised during hearings,
- Questioning parties and witnesses,
- Actively listening and summarizing,
- Making findings of fact,
- Making independent/unbiased decisions based on evidence and the law,
- Providing reasons for decisions with clear rationale, and
- Granting remedies by issuing binding orders

TDOs demonstrate the ability to maintain the integrity of the process by diplomatically leading a fair and expeditious hearing, and contribute to the professionalism of the program through high standards of job performance, by identifying opportunities for streamlining processes, and by working effectively with co-workers. It is essential for the successful adjudicator to possess advanced problem-solving, analysis, communication, conflict resolution and organizational skills.

For more information about RTDRS, please visit our website at: www.rtdrs.alberta.ca .

Qualifications

A University degree in a field related to the position assignment (e.g.Law, Public Administration, Business, Commerce), supplemented by three years of experience on an administrative tribunal or in an adjudicative capacity is required.

Related experience or education may be considered as an equivalency on a one for one basis.

A cover letter highlighting the candidate's suitability for the role is required, and will be used to evaluate proof-reading and communication skills.

The successful candidate is required to have experience working with the principles of natural justice and demonstrate knowledge of the Residential Tenancies Act and Mobile Home Sites Tenancies Act.

The successful candidate should also have a good understanding of contract law, general accounting practices in order to accurately determine arrears or damages awards, and the value of residential repair and materials.

Formal training in arbitration, mediation and/or conflict resolution is an asset, as is experience using an on-line case-management system.

APS Competencies

Competencies are behaviors that are essential to reach our goals in serving Albertans. We encourage you to have an in depth understanding of the competencies that are required for this opportunity and to be prepared to demonstrate them during the recruitment process.

The link below will assist you with understanding competencies:

<https://www.alberta.ca/assets/documents/psc-alberta-public-service-competency-model.pdf>

Systems Thinking: you will consider how work completed can impact a variety of other groups/projects inside and outside the Alberta Public Service.

Creative Problem Solving: you will assess options and implications in new ways to achieve outcomes and solutions.

Agility: you will need to provide results in a complex, diverse and changing environment.

Drive for Results: you will work with your team to set goals and priorities and to deliver outcomes that are consistent with the direction of the department.

Build Collaborative Environments: you will liaise between business units, client ministries and contracted services ensuring business goals and client requirements are fulfilled.

Develop Self and Others : you will drive by example a team culture that is focused on continuous learning and growth and encourage self-development through experience sharing.

Salary

\$3,062.51 - \$4,121.25/bi-weekly (\$79,931.51 - \$107,564.63 per year)