

Update

Ministry

Municipal Affairs

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Program Officer

Supervisory Level

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

TCS/WCP/Compliance and Assurance

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

None. Transferred old JD to new template

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager, Program Operations for the Residential Protection Program (RPP), this position is responsible for evaluating applications and assessing eligibility against established program standards. The Program Officer reviews builder licence, rental use designation, property registration, owner builder authorizations, and ADNA (Act Does Not Apply) applicants within RPP. The Program Officer identifies gaps

in application requirements and works with applicants to ensure information submitted is complete and gaps are addressed. The Program Officer also participates in the development of program awareness materials to promote understanding of the *New Home Buyer Protection Act*.

The Program Officer is also responsible for responding to inquiries through the provision of front-line program information and guidance, along with initial review, triage, and coordination of formal complaints about builders, home construction, warranty providers, and other stakeholders to determine the appropriate course for addressing complaints. The Program Officer promotes compliance with the *New Home Buyer Protection Act* and RPP policies and processes, and refers any issues of potential non-alignment to a Residential Protection Analyst. This position has primary interaction with home owners, builders, warranty providers, administration and permit office staff in municipalities and agencies and is responsible for communicating legislative and program requirements, and for providing advice and education to increase awareness.

This position also contributes to the ongoing development of program policies, processes, and operations by collaborating with other RPP staff. To promote the program, the incumbent also participates in the development of learning modules and program awareness materials.

This position works within the framework of the Act, the program policies and processes, and related legislative (e.g., *Safety Codes Act*, *Consumer Protection Act*) and other government policies and processes.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Review and evaluate applications for the Residential Protection Program including builder licence, rental use designation, owner builder authorization, and ADNA applications to ensure alignment with existing criteria and policy.

- Review, vet and assess eligibility for applicants submitted, assess and determines if applicant has applied for the appropriate license, authorization, etc.
- Identify missing or incomplete information and work with the applicant to resolve;
- Based on assessment against criteria, prepare recommendations requiring formal approval by the Manager and approve straightforward applicants;
- Register caveats against applicable Land Title Certificates for approved rental use designations;
- Manage an assigned caseload of application and/or renewals, providing liaison with applicant regarding status, and monitoring timelines to mitigate lengthy delays in approvals;
- Review and process access requests from system users so they may enter into the online system, follow established timelines and criteria;
- Track queries over time to inform opportunities for system enhancements, changes to criteria or program processes;
- Follow the program's records management procedures (for paper and electronic records);
- Receive and review warranty termination notifications from warranty providers. Monitor for alignment with legislative requirements and when applicable, forward to Residential Program Analysts;
- Provide applicant information to support appeal processes and decisions; and
- Ensure privacy of information is maintained according to legislative requirements.

Thousands of applications are received each year. Reliable information about program requirements, consistent intake procedures, analysis of processes, and the timely careful completion of adjudication work, directly supports applicants in being able to obtain appropriate licences, authorizations, or exemptions.

2. Provide information on program requirements to stakeholders, including interpretation of legislation and guidance in how to meet program requirements.

- On a daily basis, provide front-line program information and guidance to internal and external stakeholders (such as consumers, builders, municipal development and permit offices, warranty providers and builders) to promote understanding and application of the program and its requirements;
- Apply knowledge of legislation, program policies and program outcomes, use judgement to provide appropriate information in response to incoming inquiries from stakeholders;
- Document and update all inquiries by adhering to the program's issues log protocols;

- Run regular issues log reports to identify trends, potential legislative concerns, etc.;
- Track and monitor statistics to learn of emerging trends, and make recommendations on how to capitalize on opportunities for improved information dissemination to stakeholders,
- Communicate with stakeholders via various mediums, including telephone, email, website, and mail;
- Identify whether an inquiry should be addressed by a different RPP functional area and forward if appropriate (the expectation is that most inquiries will be handled by this position);
- Provide stakeholders with support on navigating applicable websites and on submitting applications; and
- Manage sensitive inquiries and complaints with professionalism and diplomacy.

As a front-line provider of information about the RPP and program requirements, this position plays a key role in promoting understanding of requirements and in supporting internal and external stakeholders to meet those requirements. Whether through guiding applicants through the application process, communicating with permitting offices regarding program requirements when issuing permits, communicating with builders, homeowners, or seeking information from warranty providers, this is a key position in promoting widespread awareness and supporting program outcomes.

3. Assess, triage, and respond appropriately to formal complaints submitted to the Residential Protection Program.

- Determine whether each formal complaint falls within the scope of the NHBPA, and coordinate with internal Ministry stakeholders to respond appropriately, using complaints intake and triage process, and applicable program policies and procedures;
- Provide written and/or verbal interpretation of legislation, policy, criteria to support adherence to the Program requirements;
- Determine which step is appropriate/required (i.e., is more information required, does the file need to be forwarded to a Residential Protection Analyst, is the matter pertinent to RPP legislation, should the person be directed to contact Service Alberta, etc.);
- Request documentation to substantiate alignment with the Act (e.g., owner builder authorizations/records related to exemption; confirmation of home warranty coverage or confirmation of exemption; completion of competency assessment);
- Work with stakeholders and request documentation, as necessary and appropriate, to substantiate/clarify pertinent details of a complaint or incoming issue;
- Adhere to required documentation standards to ensure the integrity of the information received. Exercise discretion with sensitive information.
- With unique and complex scenarios, work with a Residential Protection Analyst or other RPP colleagues, as appropriate, to determine appropriate next steps; and
- Provide documentation and other pertinent information to support appeal processes and decisions.

Receiving, assessing, and triaging formal complaints is an instrumental step in achieving the outcomes of the *New Home Buyer Protection Act*.

4. Contribute to the evolution of Program policies, processes, and operations through issue identification and analysis, and assessment of emerging trends and opportunities. Increase awareness of RPP requirements, policies, processes, and legislation:

- Track and monitor statistics to learn of emerging trends and opportunities
- Contribute to the continuous development of program reference and educational material accessed by internal and external stakeholders to ensure stakeholder awareness for and adherence to program requirements;
- Conduct short-term research projects that assess information in support of evaluating possible changes to program processes and policies;
- Proactively work with builders, warranty providers, and municipalities to increase program awareness through provisions of education materials, and/or interpretation of the Act and related policies;
- Collaborate with colleagues on the identification and development of improved intake, adjudication, and complaint processes;
- Work with staff taking on technical writing projects to inform and shape the development of education materials and guidebooks, and templates, etc.
- Work with staff to advise on enhancements to the New Home Buyer Protection System;
- Advise on and participate in developing strategies to minimize the number of inquiries and complaints received by the program; and
- Participate in team planning and reporting as needed. Raise awareness of emerging trends and

opportunities.

Actively participating in the development of key policies and procedures and influencing the effective day-to-day operations of the RPP, is essential for ensuring that applicable stakeholders have the knowledge and understanding to adhere to the program requirements.

Problem Solving

Typical problems solved:

- Determining the most appropriate approach to best serve RPP client inquiries received by phone or email that may involve complex or difficult situations.
- Determine if complex construction projects will require external review (safety codes council, municipalities, accredited agencies etc) to complete an adjudication for a client.
- Determine if a builder license should be issued or escalated for investigation when there are anomalies in the application that may include; complex corporate structures, multiple associated companies, compliance issues, complaints, or violations under the legislation.

Types of guidance available for problem solving:

Guidance will be provided by both the Manager of Operations and the Manager of Strategy in conjunction with previously developed decision documents including guidelines, bulletins, policy and peer to peer collaboration.

Direct or indirect impacts of decisions:

This position is responsible for all intake activities related to the RPP. The Program Officer reviews and evaluates all the submitted applications and supports the identification and resolution of complex inquiries while also triaging formal complaints.

The Program Officer evaluates and makes recommendations on decisions pertaining to all applications received including builder licence, rental use designation, owner builder authorization, and ADNA applications. The Program Officer ensures the application align with existing criteria and policy. Each application type must be evaluated against separate criteria. The Program Officer approves straightforward licence applications, and provides recommendations with supporting evidence to inform formal approvals by the Registrar. Once an application decision has been made, the Program Officer is responsible for issuing the applicable certificate and for completing any other required steps (i.e., registering a caveat on the land title associated with an approved rental use designation). Errors in application assessment could lead to appeals negative perceptions of the Program, and impact the applicant's ability to conduct day to day business.

This position is key to educating stakeholders regarding program requirements. This work occurs via multiple avenues: interpretation of program policies and legislation, participating in the development of education/training modules and materials, and providing guidance to applicants and stakeholders. Synthesis and analysis of common application and registration issues is provided by the Program Officer to identify proactive program changes that could clarify understanding for stakeholder.

This position makes decisions independently using a wide knowledge of Residential Protection Program policies, procedures, legislation and regulations. The impact of this work could affect consumers and other industry stakeholders. The ability of program staff and other divisional staff to effectively perform their duties could be adversely affected if the incumbent is not knowledgeable, informative, courteous, and sensitive to the needs of the various stakeholders. This position is key to the administration of the Residential Protection Program - it is often the first point of contact, creating a first impression on stakeholders and thus, must ensure they provide appropriate and consistent analysis of information in a manner that is pleasant and informative. This position works independently and also collaboratively in a team environment with minimal supervision and direction.

This position determines how to approach each situation while maintaining consistency, objectivity, and fairness across all interactions. Judgment is also required to determine when issues connect to components under the *Safety Codes Act*, *Consumer Protection Act*, or other applicable statutes, and thus, require broader RPP, divisional or interdepartmental involvement. Strong judgment skills required as well as professionalism when dealing with internal and external stakeholders (e.g., builders, owners, other

ministries, and Safety Codes Officers). Other RPP staff will assist on complex issues; however review and analysis is completed by this position. Through complaints triage and initial file review, the incumbent may refer a file to the Residential Protection Analyst for further review.

Although the *New Home Buyer Protection Act* came into effect in 2014, the introduction of builder licensing (in December 2017) and the realignment of the program to create the Residential Protection Program, creates a sense of relative newness. This increases complexity as all parties continue to adjust to changes in the residential protection process. This portion supports the cultural change management process through work with multiple stakeholders and helps all involved identify and understand their roles, responsibilities - across a variety of situations. Creativity, patience, and problem solving skills are routinely applied in many unique and potentially emotionally charged situations.

The scope of this work spans the province and there will be multiple files open in varying process stages.

Work is evaluated against the performance agreement, work quality, and results achieved. Alberta Public Service competencies essential for this position.

Key Relationships

Major stakeholders and purpose of interactions:

- Manager - Provide briefing materials, give and receive advice, respond to questions of clarification; provide information to support key divisional decisions and direction; contribute to team and program planning; seek guidance for complex issues
- Other Program Officers - collaborate and share information to refine and improve processes and contribute to consistent decision-making
- Residential Protection Analysts and Policy and Program Advisors - Collaborate and share information; participate in projects; collaborate on the development of education materials and program templates, etc.
- Director - respond to questions of clarification; provide information to support key divisional decisions and direction
- Registrar - provide information to support decisions, reviews and appeals
- Professional and management staff in other divisions or ministries - engage Safety Codes Officers or applicable staff as needed; share program information
- Stakeholders (builders, developers, staff in municipalities and permit issuers, real estate organizations, lenders and new home purchasers) - promote awareness of program requirements and policies; assess applications and inquiries for appropriate response, provide advice and interpretation of program policies and legislation, and support the review and analysis of problematic files.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)			

If other, specify:

Diploma or certificate in a related field with 2 years experience

Job-specific experience, technical competencies, certification and/or training:

Knowledge:

- Sound working knowledge of the *NHBPA* and its regulations and understanding of their connection to related legislation (e.g. *Safety Codes Act*, *Condominium Property Act*, *Fair Trading Act* and the *Insurance Act* and any related regulation)
- In depth knowledge of policies, processes, criteria, and requirements related to mandatory warranty and builder licensing
- Awareness of broader issues in residential construction practices and policies
- Knowledge of different approaches and methods for dispute resolution, and problem solving
- Knowledge of concepts and principles related to compliance and quality assurance
- Working knowledge of principles and approaches for adult education, particularly in an online

environment and learning management systems

- Thorough knowledge of how to use and navigate the Public Registry Systems and LMS
- Awareness of *Freedom of Information and Protection of Privacy Act* requirements to know what client information can be shared

Skills and abilities:

- Strong focus on service delivery and customer service skills
- Strong interpretation and translation skills to help a number of audiences understand and apply program criteria to their own situations
- Effective communication and interpersonal skills to understand the diverse concerns of stakeholders impacted by the legislation and a sound ability to respond to these stakeholders effectively, consistently, and with professionalism and diplomacy
- Strong writing skills
- Objectivity and fairness are essential to treat all cases equally in accordance with the Act and operational policies and processes, and to maintain a high level of consistency and reliability in applying the requirements
- Creative problem solving, judgement and sensitivity around how to best respond to inquiries
- Proficient in the use of various IT applications and office equipment used by the department, including Microsoft Office, Teams, internet, ART's etc.
- Interpersonal skills to diffuse emotional situations where callers may be frustrated, as well as ability to form strong working relationships with RPP staff and other Ministry colleagues
- Attention to detail to support integrity and assurance in application assessments in support provided to internal and external stakeholders
- The ability to adapt to evolving processes and program requirements
- Ability to manage multiple files concurrently and ensure target timelines are consistently met

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	The work done within the Alberta Public Service (APS) is part of a larger integrated and interrelated environment. It is important to know that work done in one part of APS impacts a variety of other groups/ projects inside and outside the APS. Systems Thinking allow us to keep broader impacts and connections in mind
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made 	Ability to assess options and implications in new ways to achieve outcomes and solutions

		projects successful; shares learning • Collects breadth of data and perspectives to make choices	
Agility	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Understands need for change and manages own emotions: • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers	Ability to anticipate, assess, and readily adapt to changing priorities, maintain resilience in times of uncertainty and effective work in a changing environment
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations	Knowing what outcomes are important and maximizing resources to achieve results that are aligned with the goals of the organization, while maintaining accountability to each other and external stakeholders
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Facilitates open communication and leverages team skill: • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others	Leads and contributes to the conditions and environments that allow people to work collaboratively and productively to achieve outcomes

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature