

New

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Compliance and Systems Analyst

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

This job will support administrative and legislative responsibilities under the *Condominium Property Act*, including responsibility for maintaining the accuracy and integrity of Alberta's Condominium Registry System, providing essential technical support, stakeholder coordination, and operational administration to ensure condominium corporations and members of the public can reliably access, update, and comply with provincial requirements.

Responsibilities

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

CRS administration:

- Identify and correct registry deficiencies proactively and in response to corporation requests.
- Verify that all condominium corporations and unit counts are correctly recorded in the CRS.

Ensure Tribunal Service Fee notices are issued accurately and on schedule.

- Track and monitor outstanding fee payments and re-issue/send updated Tribunal Service Fee notices for undeliverable mail.

- Develop processes and policy about approaching these condominium corporations to request/remind them of payments and oversee collection, as required.
- Review and evaluate documentation submitted in support of change requests.
- Produce financial and operational reports related to fee payments and registry statistics.
- Provide guidance to members of the public on using the CRS portal.

CRS Technical

- As program area product owner of the CRS:
 - coordinate the operation, maintenance and administration of the system,
 - lead role in system maintenance and tracking/resolution of system efficacy and improvements,
 - identification and resolution through consultation with Land Titles of date integrity issues
 - collaborate with development team and the user community to formulate system specification, lead the review of requests for enhancements and prioritize needs based on current resources. Ensure developments align with legal and regulatory frameworks.
- Assist condominium boards with document preparation and registration for Land Titles and problem solve issues to help the public resolve issues.
- Search, download, and interpret registered documents within Land Titles/ARLO.
- Support system enhancements by participating in ARLO and CRS development activities.
- Contribute to technical and project meetings with ministries and development teams.

Liaison

- Serve as liaison between Consumer Programs and the Condominium Dispute Tribunal.
- Represent Consumer Programs in meetings with stakeholders and other government bodies.
- Act as the main contact point for Registries Modernization and Land Titles on condominium registry matters.
- Coordinate with Finance and with condo corporations regarding payments, refunds, and financial adjustments.
- Respond to escalations requiring cross-ministry clarification or coordination.

Program support

- Support processes and projects related to mandatory education for condominium corporations.
- Develop strategy to clarify complex legal or procedural requirements in plain language.
- Resolve compliance issues - assist condo boards that fail to comply with mandatory education by identifying the root cause and providing tailored solutions to bring them into compliance.
- Identify inconsistencies in reporting or tracking education compliance and implement and maintain a system to ensure accurate, up-to-day records.
- Provide information on and gather feedback on condominium information materials, mandatory education processes
- Identify recurring problems and recommend improvements to the system or communication strategies
- Respond to Action Requests and inquiries
- Monitoring and managing the condominium registry email inbox, providing updates on corrections or refund statuses.
- Provide support on other projects, programs, or duties for other legislation as assigned.

Other

- Organize, track, and file supporting documentation in SharePoint.
- Review and process correction requests, ensuring all required documents are complete and properly recorded.
- Perform additional program support tasks as assigned.

Problem Solving

Typical problems solved:

CRS:

- Detect discrepancies through monitoring and correct them to maintain legal and operational accuracy.
- Reconcile records against Land Titles and corporation submissions; implement data-cleanup standards.

- Identify scheduling or data issues causing mis-billing; correct data and re-issue notices; adjust workflows to prevent recurrences.
- Trace payment issues, coordinate with Finance, and update CRS to reflect accurate financial status.
- Build and maintain reporting on financial, and operational metrics to inform decisions and resource planning.

Technical

- Log incidents and root causes; coordinate with development teams; recommend and track fixes/enhancements.
- Establish and follow data validation/monitoring procedures; run periodic integrity checks; escalate defects.
- Identify and propose improvements; produce help content or quick guidance.
- Provide business requirements, test changes, and track results to ensure updates meet program needs.
- Maintain a comprehensive problem/uptime log to support accountability and continuous improvement.

Liaison

- Facilitate timely, consistent communication and decision-making between Consumer Programs, Land Titles, Finance, the Condominium Dispute Tribunal, and development teams.
- Clarify roles, gather facts, coordinate responses, and drive issues to resolution with documented outcomes.
- Provide information to condo corporations and partners.
- Establish who does what, by when; capture agreements and follow through to keep work moving.

Program Support

- Triage and respond promptly; set and monitor service targets; flag patterns indicating process fixes are needed.
- Standardize intake, naming, and filing in SharePoint; ensure easy retrieval and audit readiness.
- Track and communicate status updates to corporations; close loops and prevent repeated follow-ups.
- Investigate address/data issues, update records, and re-issue notices promptly.
- Define, collect, and publish key metrics (e.g., request volumes, turnaround times, error rates) for transparency and improvement.

Types of guidance available for problem solving:

Legislation and regulations

Consumer Programs policies and directives

Consumer Programs management team and colleagues

Registries Modernization support

Legal services advice

Direct or indirect impacts of decisions:

- ability for condominium stakeholders to understand the legislation, their obligations and the requirements for payment under the CRS.
- reporting of financial reports, including tribunal revenue and performance metrics to assist senior management and the operations of the Condominium Dispute Resolution Tribunal
- maintenance and development of CRS improvements,
- liaising with stakeholders to identify issues and addressing concerns,
- liaising with other government branches and ministries to provide direction and guidance about CRS activity and requirements.

Key Relationships

Major stakeholders and purpose of interactions:

Statute Administrator(s)

Condominium stakeholders

Condominium Dispute Resolution Tribunal

Land Titles (Registry Modernization, development teams)

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)			

If other, specify:

University graduation in a related field; no experience required; or equivalent as described below.

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

Certification and/or training

- Directly related education or experience considered on the basis of:
 - 1 year of education for 1 year of experience; or
 - 1 year of experience for 1 year of education.
- Professional Legal Assistant Diploma, Paralegal Diploma an asset
- Experience with conveyancing is an asset
- Verbal and written communication skills; ability to clearly communicate with individuals with varying levels of understanding, including clients, lawyers, real estate professionals, and other stakeholders about requirements, timelines, and legal obligations.

Job-specific experience (assets)

- Familiarity with required forms, deeds, and other documentation specific to property transactions.

Review historical records, survey plans, and legal descriptions to verify accuracy.

- Experience using specialized software for document preparation, title searches, and registry submissions including adaptation to evolving land title management systems.
- Experience handling sensitive client and property information with discretion and ensuring compliance with privacy laws.
- Experience reporting performance metrics
- Experience with financial reporting

Technical competencies (assets)

- Ability to translate complex legal or registry requirements into straightforward steps for condominium boards to follow to reduce confusion.
- Ability to identify and correct discrepancies or errors in land title records, legal descriptions, or ownership details. Resolutions could include investigation to confirm ownership history and ensure property is free of encumbrances.
- Knowledge of land title management processes, property law, and conveyancing regulations.
- Ability to address complex or unusual title issues, such as liens, easements, encumbrances, or boundary disputes. Anticipate and resolve potential legal or procedural roadblocks before they escalate.
- Expertise using land title registry systems, property databases, and electronic filing tools (e.g., e-filing or digital submission platforms).

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others 	<p>Works effectively in a dynamic and evolving environment by taking initiative to improve work processes and seek opportunities for innovation. Anticipates change and adjusts behaviour accordingly. Seeks advice and support to navigate change</p>

		<ul style="list-style-type: none"> • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	appropriately and applies creativity within established guidelines to develop solutions that enhance outcomes.
Develop Networks	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Maintains collegial internal relationships and understands external network:</p> <ul style="list-style-type: none"> • Seeks to understand perspectives and needs of others • Follows through, has integrity and respect for others • Helps and follows through • Keeps key stakeholders informed; is professional and respectful 	Maintains relationships with external stakeholders and demonstrates an understanding of all stakeholder needs. Seeks to understand the perspectives, priorities, and needs of others, and consistently follows through with integrity and respect. Provides support where needed and maintains open, professional communication by keeping key stakeholders informed. Fosters trust, collaboration, and a constructive working environment through reliability, respect, and proactive engagement.
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 	Assesses how changes may affect other branches and Ministries, ensuring alignment with broader priorities, interdependencies, and long-term organizational outcomes. Anticipates potential impacts and unintended consequences, and collaborates with stakeholders to support coherent, sustainable, and system-wide solutions.
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes 	Provides effective oversight of the CRS. Aligns cross-government needs, and avoids unintended downstream consequences. Proactively collaborates with stakeholders to identify risks,

		• Aims to exceed expectations	interdependencies, and opportunities for harmonization.
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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