

Update

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

RTDRS Business Analyst

Current Class

Job Focus

Operations/Program

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

CRSS, Registries and Resolutions, RTDRS

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2024-04-29

Responsibilities Added:

- Develop and deliver standardized informational resources—such as RTDRS information summaries, statistical tables, graphical data representations, and maps—to support evidence-based RTDRS policy development and enhance program implementation. These resources help ensure Albertans benefit from fair, transparent, and well-informed tenancy dispute resolution policies and services.
- Facilitate timely access to clear, concise, and accurate information to guide policy and decision-making processes for RTDRS staff, senior leadership, and ministry offices (including the Executive Director, Assistant Deputy Minister and Deputy Minister). By ensuring decisions are informed and effective, this role helps improve the quality and efficiency of services delivered to Albertans.
- Support day-to-day RTDRS policy and business issues by conducting research, analyzing issues, solving problems, and preparing reports and briefing notes. This work directly contributes to initiatives that strengthen the RTDRS service.
- Provide business and policy advice to RTDRS staff and leadership to ensure alignment with the

department's strategic direction. This ensures that RTDRS services remain consistent, accessible, and responsive to the needs of Albertans, fostering trust and confidence in the system.

Responsibilities Removed:

- Processes relating to court transfers and court appeals (e.g. liaising with Alberta Justice and Court Services to develop a seamless transfer/appeal mechanism between ministries).
- Develop, administer and maintain RTDRS SharePoint site.
- Create PDF fillable letter templates, order templates and application forms.
- Maintain and edit the RTDRS Rules of Practice and Procedure.
- Participates in recruitment activities of Information Officers and IO Team Leads as required.

Job Purpose and Organizational Context

Why the job exists:

Reporting to the RTDRS Service Delivery Manager, the RTDRS Business Analyst is responsible for:

1. **Process Development and Improvement:** The RTDRS Business Analyst plays a vital role in improving RTDRS policies and processes to better serve Albertans. By analyzing existing policies, identifying gaps, and recommending changes, this role ensures the service is efficient and accessible, helping Albertans navigate disputes with confidence and trust in the system.
2. **Continuous Improvement:** By supporting a culture of continuous improvement, the RTDRS Business Analyst ensures that Albertans benefit from a responsive and evolving service. Monitoring trends, evaluating outcomes, and adopting best practices in dispute resolution service leads to a system that adapts to the changing needs of Albertans and to changing technology.
3. **Service Efficiency and Effectiveness:** Through refining policies and procedures, the Business Analyst directly contributes to enhancing the efficiency and effectiveness of the RTDRS. This results in faster, more reliable service delivery for Albertans, ensuring timely resolutions to tenancy disputes and reducing stress for those involved.
4. **Problem-Solving and Innovation:** The RTDRS Business Analyst develops innovative, evidence-based solutions to complex challenges, improving the overall dispute resolution process. By applying critical thinking and problem analysis, this role helps the RTDRS to address emerging challenges in the field of residential tenancy dispute resolution.

Responsibilities

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

1. Reporting to the Service Delivery Manager, the RTDRS Business Analyst position is a senior professional position:
 - that is responsible for leading the research and development of innovative processes that enhance Albertans' access to justice through the RTDRS. By modernizing services on a province-wide scale, this role ensures that Albertans benefit from a streamlined, efficient, and accessible tenancy dispute resolution process.
 - the incumbent's extensive business or service delivery expertise supports current and future projects, ensuring that all initiatives align with the goals of RTDRS and Registries and Resolutions, ultimately improving services for Albertans.

2. The incumbent will lead in the research, design, development, implementation and evaluation of current and future projects within the RTDRS.

- this includes identifying requirements, designing innovative solutions, and researching best practices to address the unique needs of Albertans. Solutions are tailored to enhance the RTDRS's ability to deliver timely and effective dispute resolution services.
- by implementing these changes, the role ensures that Albertans experience more efficient services, while educational tools are developed to help stakeholders—both internal and external—understand the impact of these improvements.
- ongoing evaluation ensures that projects continue to meet the needs of Albertans, fostering trust in the RTDRS system.

3. The RTDRS Business Analyst plans, organizes and coordinates the development and delivery of project deliverables for the initiation phase through to implementation.

- This involves re-engineering policies, business rules, and system processes to ensure alignment with RTDRS objectives and the corporate business plan, benefiting Albertans by creating a more transparent and cohesive service.
- The position standardizes the management of policies and projects within the RTDRS, introducing consistent processes, templates, and tools that lead to better service delivery for Albertans.

4. The incumbent will comply, analyze and present relevant program and policy delivery data and trends to support the management team in their review of operational goals and plans.

- This ensures that operational planning is informed by relevant data, enabling continuous improvements that enhance the quality of services Albertans receive.
- By conducting research and exploring best practices from other jurisdictions, the incumbent ensures that Alberta's tenancy dispute resolution services remain among the most effective and innovative.
- The role contributes to the development of meaningful performance metrics, ensuring accountability and better outcomes for Albertans.

5. Coordinate and conduct activities to support operational requirements and initiatives, ensuring alignment with core business goals and objectives:

- This role drives innovation and advancements in RTDRS processes, procedures, and client resources, directly improving the experience of Albertans who rely on these services.
- By modernizing systems—such as the application process, payment systems, and scheduling of hearings—the RTDRS Business Analyst ensures Albertans benefit from faster, more user-friendly services.
- Enhancing client interactions through advanced systems, maintaining a relevant and accessible RTDRS website, and creating plain-language resources (e.g., tip sheets, website content, and application forms) ensures that Albertans can easily access the information they need.
- Reporting/Analyzing all RTDRS activities and statistics.
- Liaise with Alberta Justice, Court Services, Consumer Programs and the Consumer Contact Centre, as required to ensure consistency of information provided to Albertans.
- Create and maintain in-depth and comprehensive training manuals as a resource for new

recruits that detail every aspect of their job with links to resources and helpful tools.

- Liaising with landlord and tenant resolution services across Canada and internationally allows the RTDRS to adopt best practices, ensuring that Albertans benefit from cutting-edge solutions.
- Through ministerial briefings, correspondence, and project management frameworks, the incumbent ensures that RTDRS policies and processes remain focused on delivering fair, transparent, and effective services to Albertans.

Problem Solving

Typical problems solved:

- Assessing issues and deficiencies in RTDRS policies and procedures.
- Identifying and sourcing technological solutions to support effective and efficient service delivery
- Responding to Action Requests, Consumer Investigation requests, FOIP requests
- Identifying emerging issues related to the demand for service
- Data and statistical analysis

Types of guidance available for problem solving:

Consultation with Service Delivery Manager, Director/Administrator, Tenancy Dispute Officers and Tenancy Dispute Officer Team Leads.

Consultation with Tech and Innovation experts in GoA

Refer to existing Internal Operating Procedures, training manuals, Rules of Practice and Procedure, and legislation.

Direct or indirect impacts of decisions:

The RTDRS receives, processes and resolves over 15000 applications for dispute resolution annually. The RTDRS Business Analyst is instrumental in reviewing, designing and monitoring tools, policies and procedures for optimal service delivery.

Key Relationships

Major stakeholders and purpose of interactions:

RTDRS Director - daily - assisting in support of the RTDRS program

RTDRS Service Delivery Manager- daily- assist in supporting the RTDRS program

Information Officers and Team Leads - weekly- ensure that the policy, processes and technology required for their work is functioning.

Tenancy Dispute Officers - weekly - ensure the case management system and other technology necessary for their work is operating properly

Branch ED and Branch leadership team - monthly -respond to ARs, operational reporting data, meetings

Other GoA offices - monthly - technology and innovation, FOIP

Vendors (eg.Iron Mountain, ReadyTech) - monthly - develop and maintain positive business relationships, monitor contracts and ensure compliance

External stakeholders - periodically - liaison, maintaining open lines of communication

Required Education, Experience and Technical Competencies

Education Level Bachelor's Degree (4 year)	Focus/Major Public Administration	2nd Major/Minor if applicable Business	Designation
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If other, specify:

or Computer Science, IT, Social Services

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

The RTDRS Business Analyst role requires sound business knowledge combined with well developed skills and knowledge of the technical components, tools and processes. The primary knowledge, skills and abilities required are:

- Excellent communication skills, both written and oral, including strong presentation skills.
- Strong MS office software skills. Working knowledge of online case management systems and confidence with technology.
- Strong knowledge of change management, systems development and information management methodologies.
- Solid knowledge of the governing legislation (e.g. Residential Tenancies Act and regulations and the Mobile Home Sites Tenancies Act and regulations), policies and related business applications that support the branch's activities.
- Strong analytical ability, data interpretation and problem solving skills.
- Project planning, monitoring and management skills, with a focus on process design and transition management.
- Ability to interpret and apply legislative and regulatory requirements, and internal policy.
- GoA planning and reporting processes and accountability frameworks, including business and strategic planning, operational planning, performance measurement, environmental scanning, and enterprise risk management.
- Strategic business and operational planning, and performance measurement theories, principles, methodologies, and techniques.
- Enterprise risk management concepts and techniques, including identification, analysis, mitigation, and reporting of risks.
- Research methodologies, techniques and procedures, research approaches (primary and secondary), including the application of qualitative and quantitative research methods and data analysis.

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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Shapes APS goals with a view of entire network: <ul style="list-style-type: none"> • Considers whole system and links; sets goals for long-term outcomes and broad perspectives • Evaluates short, medium, and long-term impacts to inform progress • Shapes organization to meet client needs; helps 	Makes or participates in strategic decisions about the use of technology and other resources, methods of communication with stakeholders, effective service delivery, etc.

		others see their role in this	
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	Proactively supports the RTDRS to remain current with changes in the law and adapt internal policies, as necessary, and to adopt new technology (eg. online case management system, online justice portal, electronic recording software) that supports effective and efficient service delivery.
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Works to remove barriers to outcomes, sticking to principles: <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	Must be clear the goal is to ensure Albertans receive prompt, professional and courteous dispute resolution services, and assist the team in identifying methods to achieve the goal and lowering barriers to success.
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Works in open teams to share ideas and process issues: <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	Position requires a high level of creativity, originality and innovation in conducting independent research, define issues, identify implications and develop appropriate creative solutions. The nature of the policy analyst function is such that it develops solutions to meet the changing tenancy dispute resolution needs within the province. The position's focus is on analyzing RTDRS policies within a broad framework and within a body of knowledge and experience. Identifies, defines and analyzes alternative courses

