

New

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Residential Tenancy Dispute Resolution Service (RTDRS) Tenancy Dispute Officer

Requested Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

CRSS, Registries & Resolutions, RTDRS

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

TDO Team Lead

Supervisor's Current Class

Senior Manager (Zone 1)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The position is defined in the Residential Tenancies Act and RTDRS Regulation as having the powers and duties to make decisions about disputes between landlords and tenants under the Residential Tenancies Act and the Mobile Home Sites Tenancies Act.

Responsibilities

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

Facilitate procedurally fair hearings

- Administer oaths, take affidavits and/or declarations
- Determine matters of procedure at hearings, including how evidence is given
- Question the parties and witnesses, by telephone or otherwise
- Ensure parties are heard on the issues, and the hearing process is balanced and efficient

Provide information to landlords and tenants

- Provide neutral information about the law and the RTDRS process, as necessary
- Assist in developing tip sheets, webinars, presentations and other information resources
- Clarify with the parties the remedies they are seeking and the jurisdiction of the RTDRS
- Refer applicants to a court, as necessary, explaining why a court is the appropriate body to decide the matter

Render decisions and issue orders

- Make findings of facts based on an assessment of the evidence presented
- Apply the law to the facts
- Render decisions on procedure and/or remedies, with reasons, orally or in writing
- Prepare and issue accurate and enforceable written orders

Conduct duties and powers in accordance with the law and best practice

- Maintain working knowledge of applicable legislation and regulation, and common law
- Conduct oneself in accordance with the Code of Conduct for TDOs and standard procedure
- Be involved in policy development
- Identify and follow best practices

Problem Solving

Typical problems solved:

Conduct administratively fair hearings of applications
Determine whether applications fall within jurisdiction of the RTDRS
Render decisions on procedure and other issues in dispute
Issue orders that grant remedies and monetary awards

Types of guidance available for problem solving:

Follow law and best practice guidelines
Consult with peers, supervisor and RTDRS Director
Seek advice of Legal Services

Direct or indirect impacts of decisions:

termination or continuation of tenancies
judgment debt in binding, enforceable orders filed with the Court of King's Bench
public perception and reputation of the RTDRS
access to justice for landlords and tenants

Key Relationships

Major stakeholders and purpose of interactions:

RTDRS Director - weekly - feedback and team communication for the coordination of the service.
TDO Team Leads - daily - consulting on proper process and service delivery
RTDRS Service Delivery Manager- weekly- problem solving and ensuring coordination.
Information Officers and IO Team Leads - daily - to coordinate delivery of service to clients.
Other GoA offices - monthly - technology and innovation, legal services, as necessary
External stakeholders are landlords and tenants in Alberta, otherwise TDOs are independent adjudicators and must remain neutral and unbiased

Required Education, Experience and Technical Competencies

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

If other, specify:

a law degree is preferred but not required, or a related degree such as Public Administration or Business

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

Minimum 4 years experience on an administrative tribunal or in an adjudicative capacity is required.

Extensive knowledge of residential and mobile home sites tenancies legislation and regulations, contract law, Minimum Housing and Health Standards, Civil Enforcement Act, Access to Information Act.

Must pass enhanced security clearance, and be eligible to meet the requirements to become a Commissioner of Oaths.

Formal training/certification in conflict management such as mediation or arbitration with practical experience demonstrating these skills.

Experience with or knowledge of administrative law and the operation and functioning of administrative tribunals in Alberta or other jurisdictions.

Experience with or knowledge of basic legal terminology.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	<p>Understands the role of the RTDRS in terms of access to justice and how TDO decisions must be consistent with law and policy so as to generate and maintain public confidence in the tribunal</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<p>Creates the environment for innovative problem solving:</p> <ul style="list-style-type: none"> • Generates new ways of thinking; ensures right questions are being asked about a problem • Eliminates barriers to creativity and innovation • Encourages a culture of innovation 	<p>As most people who appear before the RTDRS are self-represented litigants, TDOs are empowered to ask questions to identify the issues in dispute, whether the RTDRS has jurisdiction, and a fair and reasonable outcome.</p>

Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	TDOs can adapt their approach to the circumstances and particular needs of the parties, can manage under tight timelines, and can take on hearings last minute, if necessary, while maintaining the balance between efficiency and fairness
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	Must be self-driven to achieve performance targets of 5-10 hearings per day, and to self-monitor for a high quality of work.
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	A TDO is skilled at active listening in hearings and guiding the parties toward agreement, where possible.
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans 	Willing to share and discuss experiences with peers for the purpose of shared learning, consistency of practice, and continuous improvement in service delivery.

Benchmarks

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

none as this is a unique position within GoA

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.

_____	_____	_____
	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