

Working Title Statute Administrator	Name
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Position Number	Reports to Position No., Class & Level 40867 Manager, Market and Industry Standards	Division, Branch/Unit Consumer Services, Consumer Programs	Ministry Service Alberta
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Present Class Program Services 4	Requested Class
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Dept ID	Program Code	Project Code (if applicable)
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PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Manager, Market and Industry Standards, the Statute Administrator is responsible for the administration of the *Residential Tenancies Act (RTA)*, *Mobile Home Sites Tenancies Act*, and *Real Estate Act*. The incumbent provides expert legislative, policy and program advice to politicians, staff and internal and external stakeholders for these three statutes. The position responds to public inquiries, develops recommendations, policies and processes and implements legislative amendments to ensure an informed and fair marketplace. The ability to work independently with minimal supervision and as a team player is crucial.

The policy work undertaken as the Director and liaison for these statutes are complex and require compassion and tact when dealing with highly emotional issues. Excellent communication and human relation skills are required.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

Statute Administration

1. Provide expert legislative, policy, program advice and statute interpretation to the Minister and Premier, MLAs, senior managers, government staff including other ministries, contact centre, communications, consumer investigations, media requests, industry stakeholders, businesses and consumers to ensure an informed, fair and competitive marketplace.

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Activities

- Coordinate, develop and prepare background reports, position papers, tipsheets, quality briefing notes, responses to correspondence, media inquiries and oral requests for information within the established deadlines.
- Implement legislative amendments to ensure an informed, fair and competitive marketplace.
- Make recommendations and work with legislative drafters on changes to legislation.
- Conduct research on consumer issues and make recommendations to assist policy and legislation development. Identify marketplace trends; keep abreast of changes to legislation affecting our division.
- Prepare and update policies and guidelines for enforcement and complaint handling.
- Communicate verbally, by telephone and in person, and in a variety of written formats.
- Address outstanding deficiencies based on results of RTA compliance inspections of landlords
- Participate in development of and contribute to achievements in annual reports, business and operational plans.
- Participate in media information sessions.
- Prepare/deliver consumer/stakeholder information presentations to raise consumer awareness.
- Liaise with BC and Saskatchewan jurisdictions to collaborate on solutions to issues that arise relating to the New West Partnership Trade Agreement (NWPTA) regarding Cooperatives Act legislation

2. Develop policy recommendations to address legislative and consumer issues, make recommendations on changes to legislation or regulations to resolve issues to meet business plan objectives to assist Albertans more efficiently and effectively.

Activities

- Evaluate and analyze rulings, applicable laws, regulations, policies and precedent decisions to determine policy and legislation development. Assess the impact on our policies and/or legislation.
- Consult with jurisdictions, develop recommendations as well as effective, practical solutions, prepare and analyze stakeholder consultations.
- Participate in legislative, steering, policy and working committees to review programs or policies and make recommendations.
- Participate and contribute to the successful completion of the Division's goals and objectives.

3. Communicate effectively on consumer issues to ensure consumers, businesses, and authorities are aware of rights and responsibilities of all parties.

Activities

- Coordinate easy access to case law, legal opinions, policy and guidelines for staff by classifying and arranging for scanning and filing.
- Provide concise direction on a course of action a consumer may take to resolve problems.
- Maintain effective network of external and internal working relationships to help department

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achieve its goals and objectives.

- Establish strong working relationships with other Ministries and organizations that are impacted by legislation. ie. Alberta Residential Tenancies Advisory Committee (ARTAC).

RECA Liaison

Activities

- Seek legal opinions on interpretation of legislation and its potential application to new business sectors
- Monitor legislative trends and maintain contact with regulators in other jurisdictions
- Coordinate statutory requirements for Delegated Regulatory Organizations (DROs) and stakeholders, e.g.:
 - Advise ministry on review of RECA and the Alberta Real Estate Foundation's Annual Reports under the REA
 - Work with RECA to address complaints to the Ministry about RECA's licensing and enforcement activities
 - Work with RECA on needed amendments to the Real Estate Act and regulations
- Cultivate relationships with key external clients, stakeholders and delegated regulatory authorities, e.g.:
 - Real Estate Council of Alberta
 - Alberta Real Estate Foundation
- As government liaison to RECA, monitor new and emerging issues within the real estate industry identified by RECA and other stakeholders; make recommendations to senior management and to the Minister for changes to real estate legislation that will ensure a balance of consumer protection and vibrant real estate industry for the regulated businesses and professionals in Alberta
- Review complaints from out-of-province real estate brokers, mortgage brokers and appraisers who wish to work in Alberta, and vice versa; work with RECA and trade officials, where appropriate, to resolve labour mobility barriers, such as additional education or training requirements

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

- This position is delegated as the Director of Residential Tenancies.
- This position requires the ability to operate independently in areas that are often conflict-oriented and/or politically sensitive. It is important to give accurate oral and written information to politicians, staff and stakeholders; inaccurate information could result in misinterpretation of the legislation resulting in a financial loss to a business or a consumer.
- Issues are often urgent in nature requiring independent and focused attention. Quick action requires knowledge of the legislation deep enough for determining quickly how the legislation applies to the situation.
- Provide analysis and advice with respect to the Real Estate Act, Real Estate Council of Alberta,

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and the consumer real estate marketplace.

- Familiarity with other jurisdictions legislation relating to residential tenancies.
- Knowledge of status of other jurisdictions legislative amendments and how they contribute to future legislative amendments within Alberta.
- Maintain regular contact with other jurisdictions, including participation on cross-jurisdictional committees e.g. Residential Tenancies, NWPTA.
- The position is often faced with tight deadlines on multiple projects.
- Work with Compliance and Accountability in respect to audit reports under the *Residential Tenancies Act* and *Mobile Home Sites Tenancies Act*.
- Research topics to provide background reports, position papers, briefing notes, information requests and draft written responses and recommendations on various issues, some of which do not fall within the division's mandate, for senior management, MLAs, Minister and Premier.
- Collaborate with other government counterparts to coordinate legislation, marketplace activities and inter-jurisdiction agreements and functions. Discuss and develop specific initiatives that may address consumer-related topics or legislation. Evaluate conflicting agendas and conflicting direction from other departments and external stakeholders, address complex issues and develop effective, practical solutions.
- Represent the division at meetings, on committees, with other departments, regulatory boards, stakeholders or the private sector that may impact future changes or challenges to the division.
- Liaise with ARTAC, responsible to the Minister to provide input on tenancies legislative changes, educational resources/materials and current market issues.
- In a back-up capacity, provide support on appeals.
- This position interacts extensively with the public, stakeholders, and government staff on a range of issues related to

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

Expert knowledge of and ability to interpret legislation assigned to the position.

- Residential Tenancies Act and regulations
- Mobile Home Sites Tenancies Act and regulations
- Real Estate Act and regulations

Strong demonstrated knowledge of other Consumer Services legislation.

- Knowledge of consumer law principles, internal and external business practices, research methods, affordable housing initiatives, and awareness of other government department programs
- Project Management skills
- Able to identify when a situation should involve senior managers, such as politically sensitive

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issues or concerns of Albertans

- Strong interpersonal skills with a focus on preparation and design of materials, client interaction and presentation skills
- Well-developed organizational and time management skills to work independently on multiple projects and tasks to prioritize work and manage competing priorities effectively
- Good broad-based computer skills, including use of word processing, spreadsheet, database and presentation packages
- Strong abilities in verbal, written communication skills, negotiation, discretion, diplomacy, problem solving, strategy, analysis, judgment, consulting skills are required to address the sensitivity and diversity of issues addressed by this position

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Stakeholders, general public, MLA's, businesses, government staff, contact centre, investigators, statute administrators, project leaders, Policy and Strategic Partnerships staff, IT outsourcer, business licensing, Compliance and Accountability and records staff: Legislative queries, solutions, education on a daily basis/as required.

ARTAC members: legislative changes, marketplace landlord and tenant issues

Real Estate Stakeholders: legislative, operational and

Management: Provide update on projects, politically sensitive issues

Provincial Governments: Provide and receive input for Alberta policies and statutes and information exchange, also related to trade agreement compliance issues.

Legal Services: To request legal opinions and legal advice

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

None.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

This position was originally 50% policy advisor, and 50% CATs/PABLO Administrator. With the creation of a dedicated CATS/PABLO administrator position and additional legislative responsibilities for the unit, the position has evolved into a full-time Statute Administrator.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

This position is delegated responsibilities as the Director of Residential Tenancies.

Decisions are required to be exercised at a high level, with more responsibility, including the potential for political impact.

Liaison in relation responsibilities under the *Real Estate Act*.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide [Page 16](#))

Incumbent

_____	_____	_____
Name	Signature	Date (yyyy/mm/dd)

Manager

_____	_____	_____
Name	Signature	Date (yyyy/mm/dd)

Division Director

_____	_____	_____
Name	Signature	Date (yyyy/mm/dd)

Executive Director

_____	_____	_____
Name	Signature	Date (yyyy/mm/dd)

Assistant Deputy Minister

_____	_____	_____
Name	Signature	Date (yyyy/mm/dd)