

## Update

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) Administrator/Director

Current 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

#### Changes Since Last Reviewed

Date yyyy-mm-dd

2025-12-11

Responsibilities Added:

Supervisory responsibility for TDO Team Leads

Responsibilities Removed:

no longer directly supervising Tenancy Dispute Officers

## Job Purpose and Organizational Context

Why the job exists:

Reporting to the Executive Director, Registries and Resolutions, the RTDRS Administrator/Director is the person responsible for the administration of the RTDRS Regulation, including establishing rules of practice and procedure for the tribunal, and holding tenancy dispute officers (TDOs) accountable to a code of conduct.

## Responsibilities

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

### Governance and oversight of the RTDRS

- Define rules of practice and procedure, and the code of conduct, in accordance with legislation, regulation and common law
- Hire, lead, coach and monitor the performance of the TDO Team Leads and the Service Delivery Manager
- Perform service reviews, hold TDOs accountable to their code of conduct, and support consistency of practice within the team as well as professional development.
- Respond on action requests, external reviews, and access to information requests

### Budget Forecast and Expenditure Officer

- Develop the budget forecast for salaries, supplies and services, travel, projects, etc.
- Operate the business unit within budget
- Approve office expense claims and payment of invoices
- Report on actual expenditures and revenue, monthly

### Monitor and report up on performance of the service

- Determine standard operating procedures and design the hearing schedule for maximum efficiency
- Develop tracking tools to measure performance of the service
- Report on performance, including for the SARTR business plan and annual report
- Identify resources necessary for service delivery, such as staff or technical tools

### Oversee projects, and contracts with third-party contractors

- Procure contracts for goods and/or services, such as for interpreters or case management software
- Sign off on new contracts, and facilitate extensions
- Monitor service delivery in accordance with contracts
- Determine need for and steward initiatives such as Tech & Innovation projects

### Consult on policy, and on changes to legislation or regulation

- Stay up-to-date on the law related to residential tenancies
- Provide input on changes to legislation or policy, such as for fee revenue or tribunal jurisdiction
- Provide input on related government initiatives, eg condo tribunal
- Prepare briefing notes on issues related to RTDRS performance or operations

### Internal Communications

- Organize team meetings to facilitate engagement and information sharing

- Coordinate communication within the RTDRS team for operational effectiveness
- Invite, receive, and act on feedback within the business unit and the department
- Timely and productive communication with other GoA offices to support government priorities

#### External communication and best practices

- Engage with other provincial residential tenancy branches to identify and adopt best practices
- Represent RTDRS to industry stakeholders such as ARLA, CRRA, ACORN, and other advocacy groups
- Represent RTDRS to stakeholders in the law such as the Courts, Universities, CPLEA, ECLC, and SLG
- Manage conflict and protect the independent, quasi-judicial authority of the RTDRS
- Ensure the tribunal service and all information resources are accessible

### Problem Solving

Typical problems solved:

This position engages in complex, multi-faceted problem-solving. The Administrator/Director determines the policies and processes by which the tribunal operates, including how hearings are structured and scheduled. The Administrator/Director is an expert in natural justice and administrative law, which enables them to guide the tribunal and its members, and assess the quality of tribunal and individual performance. The Administrator/Director responds to Action Requests and prepares briefing notes to ensure the work of the tribunal is understood and its independent decision-making authority respected. The Administrator/Director must have knowledge of the stakeholder community and their interests, as well as industry trends and issues. The Administrator/Director responds directly to inquiries by reviewing bodies such as the Office of the Alberta Ombudsman, the Alberta Human Rights Commission, the Office of the Information and Privacy Commissioner of Alberta, and the Court of King's Bench.

Types of guidance available for problem solving:

The RTDRS Administrator/Director consults within his/her business unit, as well as Executive Leaders, Legal Services, and other subject matter experts within government. S/he also liaises with peers in other provinces, and may consult with those in the practice of law and residential tenancy industry stakeholders.

Direct or indirect impacts of decisions:

Under section 3 of the RTDRS Regulation, this position has sole responsibility for management of the tribunal. A well-managed tribunal will be consistent and transparent in its processes and decisions, and will have earned the confidence of its community stakeholders. This position will rely on solid performance data to ensure the tribunal is efficient and effective, operationally. Indirectly, decisions made by this position have impacts on landlords and tenants who interact with the tribunal, right up to the Premier and other elected Ministers who are asked by the electorate, from time to time, to hold the RTDRS accountable.

### Key Relationships

Major stakeholders and purpose of interactions:

TDO Team Leads - daily - coordination of hearings and guidance for TDOs  
 RTDRS Service Delivery Manager - daily - coordination of program delivery and various problem solving  
 Information Officers and Team Leads - weekly - on specific client request such as Administrator Reviews  
 Tenancy Dispute Officers - weekly - ensure clear communication, coordination and best practices  
 Branch ED and Branch leadership team - weekly - ARs, briefings, operational reporting data, meetings  
 Other GoA offices - monthly - technology and innovation, ATI, legal services, contact centre  
 Vendors (eg. interpreter services, ReadyTech) - monthly - develop and maintain positive business relationships, sign off on invoicing, coordinate project work, monitor contracts and ensure compliance  
 External stakeholders - periodically - liaison, maintaining open lines of communication, presentations

## Required Education, Experience and Technical Competencies

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

If other, specify:

A University degree is required. A Law degree is highly recommended.

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

Demonstrated working knowledge of, and experience with, applying principles of natural justice and procedural fairness to quasi-judicial decision-making. Experience with statutory interpretation, administrative law, and the common law of contracts. Superior written and oral communication skills, including how to communicate the required elements of an administratively fair decision.

A working knowledge of the following statutes would be an asset:

- Residential Tenancies Act and associated regulations
- Mobile Home Sites Tenancies Act and associated regulations
- Access to Information Act
- Protection of Privacy Act
- Alberta Rules of Court
- Civil Enforcement Act
- Alberta Human Rights Act

## 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
Systems Thinking	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	<p>Shapes APS goals with a view of entire network:</p> <ul style="list-style-type: none"> <li>• Considers whole system and links; sets goals for long-term outcomes and broad perspectives</li> <li>• Evaluates short, medium, and long-term impacts to inform progress</li> <li>• Shapes organization to meet client needs; helps others see their role in this</li> </ul>	Designs tribunal systems and processes within the structure defined in legislation and regulation, as well as requirements in the common law. Defines standards of performance for the tribunal and the tenancy dispute officers, based on knowledge of how the courts operate as well as similar tribunals in other jurisdictions.
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"> <li>• Generates new ways of thinking; ensures right questions are being asked about a problem</li> <li>• Eliminates barriers to creativity and innovation</li> <li>• Encourages a culture of innovation</li> </ul>	Responds on challenges, reviews and appeals to build understanding, share perspectives, enhance communication, acquire knowledge, and ultimately inspire performance excellence.
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> <li>• Creates opportunities</li> </ul>	Adapts the management and operation of the tribunal to changes in

		<p>for improvement</p> <ul style="list-style-type: none"> <li>• Is aware of and adapts to changing priorities</li> <li>• Remains objective under pressure and supports others to manage their emotions</li> <li>• Proactively explains impact of change on roles, and integrates change in existing work</li> <li>• Readily adapts plans and practices</li> </ul>	<p>law, technology, industry, government priorities, resources, jurisdiction, etc. Supports the RTDRS team to perform optimally within a changing environment.</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> <li>• Forecasts and proactively addresses project challenges</li> <li>• Removes barriers to collaboration and achievement of outcomes</li> <li>• Upholds principles and confronts problems directly</li> <li>• Considers complex factors and aligns solutions with broader organization mission</li> </ul>	<p>Works with the RTDRS leadership team and other government offices to identify and remove systemic barriers to success. Hold oneself accountable to transparent performance standards. Develop leadership practices that support the tribunal members to achieve their targets and to know the standards of performance excellence to which they are being held accountable.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	<p>Builds trust to fairly represent every party:</p> <ul style="list-style-type: none"> <li>• Uses network to identify opportunities</li> <li>• Establishes credibility and common purpose with a range of people</li> <li>• Actively represents needs and varying groups</li> <li>• Creates strategic impression by inspiring and connecting with values and beliefs</li> </ul>	<p>Represent the RTDRS on the Alberta Residential Tenancy Advisory Committee, to hear and respond to input from stakeholders, and to report on the performance of the tribunal. Engage with the cross-country network of residential tenancy tribunals to share experiences and best practices.</p>
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	<p>Creates an open environment of communication:</p> <ul style="list-style-type: none"> <li>• Promotes sharing of expertise</li> <li>• Initiates strategic communication systems</li> <li>• Anticipates and addresses potential conflict areas</li> <li>• Inspires with a bold,</li> </ul>	<p>Establish lines of communication and professional relationships, within and outside government, so as to generate the sharing of knowledge and ideas. Listen to understand, and carefully consider all input and feedback. Use superior conflict</p>

		<p>complete and shared vision</p> <ul style="list-style-type: none"> <li>• Leads cross-functional collaboration</li> </ul>	management skills to respond professionally and respectfully in the face of conflict.
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	<p>Champions development and learning in all groups:</p> <ul style="list-style-type: none"> <li>• Actively learns about the broader organization</li> <li>• Brings others together to identify issues and successes, and takes a systems thinking approach</li> <li>• Champions development and leadership building</li> </ul>	Model and develop a culture of professional development and accountability by celebrating teams achievements large and small, and by making it safe for the team to acknowledge and reconcile their errors.

## 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