

New

Ministry

Municipal Affairs

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Manager, Assessment Complaints

Requested Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

MAG,ASB/Centralized Industrial Property Assessment

☐ 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:

The Manager, Assessment Complaints provides leadership and oversees the end-to-end management of assessment complaints, ensuring timely resolution, compliance with legislative and legal requirements, and collaboration with internal and external stakeholders. This role involves strategic decision-making, working with stakeholders, process coordination, and providing expert guidance to resolve complaints effectively and efficiently for the Assessment Services Branch.

The Manager is responsible for:

Setting strategic direction:

- Develops and implements a strategic approach to assessment complaints, including sector-specific approaches when needed.
- Trains and coaches SMEs on the strategy and how to participate in assessment complaints.

Ensures Timely Resolution:

- Manages complaints to minimize delays, reduce costs, and achieve timely resolutions, whether through hearings, joint resolutions, or corrective actions.

Upholds Compliance:

- Ensures all complaint processes align with the *Municipal Government Act* (MGA), the *Land and Property Rights Tribunal (LPRT) Act*, and related rules and regulations.

Provides Expert Advice:

- Leverages expertise in assessment policies, complaint handling, and legal proceedings to guide the team and make informed decisions on assessment issues under complaint.

Facilitates Collaboration:

- Acts as a liaison between stakeholders, including municipalities, legal teams, complainants, and internal departments, to ensure seamless communication and coordination.
- Enhances organizational practices: Driving improvements in complaint management processes by analyzing outcomes, identifying lessons learned, and implementing best practices.

Responsibilities

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

This role is critical to maintaining the integrity and credibility of the assessment process, safeguarding legislative requirements, and ensuring stakeholder satisfaction through effective complaint resolution.

1. Complaint Oversight:

- Establishes an overall strategy for assessment complaints.
- Leads the complaint management process for all designated industrial property complaints.
- Manages communication with the Land and Property Rights Tribunal (LPRT).
- Ensures clear communication on complaints and their status to relevant team members (assessment managers, directors, ED, etc).
- Ensures complaints are logged and tracked accurately and that deadlines are met for all complaint filings.

2. Strategic Resolution Planning:

- Collaborates with Assessment Managers, assessors, and subject matter experts to evaluate complaints and identify resolution strategies that align with the overall goals of the branch.
- Meets with complainants to understand complaints and propose resolutions, if possible.
- Determines appropriate recommendation for complaint process (i.e. whether to proceed with hearings, joint resolutions with corrective actions agreement, etc) for decision by branch senior leadership.
- Facilitate discussions with complainants, taxpayers, and legal counsel to address concerns.

3. Document Creation, Review & Approval:

- Collaborates with Assessment Managers, assessors, and subject matter experts to write witness reports. Depending on the specific complaint, this position may lead witness report writing, support report writing, and/or review reports.
- Trains and coaches SMEs on the strategy and how to participate in assessment complaints.
- Reviews and recommends for approval Correction of Assessment Agreements (CAA) and other technical or legal documentation.
- Ensures compliance with LPRT decisions and validates revised assessment values.

4. Stakeholder Communication:

- Acts as the primary liaison between municipalities, legal teams, and ASB assessment manager/SMEs regarding complaint processes.
- Ensures the communication for complaint resolutions, cancellations, or revisions to relevant teams and ensure proper documentation are happening on time.

5. Legal & Hearing Support:

- Oversees the process for securing legal counsel, review fee estimates, and approvals.
- Oversees the development of witness reports based on SME information.
- Reviews evidence disclosures, rebuttals, and witness reports in collaboration with assessment manager, SMEs, and legal counsel.
- Represents the organization during hearings when legal counsel is not retained.

6. Process Improvement & Compliance:

- Conducts lessons learned sessions to identify areas for improvement in complaint handling processes.
- Oversees the process to develop and implement best practices to enhance complaint resolution efficiency.
- Ensures compliance with all relevant regulations, policies, and procedural guidelines.

Problem Solving

Typical problems solved:

This position requires a balance of analytical thinking, creativity, and strong decision-making skills to navigate the challenges of complaint management while maintaining the integrity of the assessment process and upholding stakeholder confidence.

Challenges:

1. Complex Case Management:

- Handling high volumes of complaints with varying levels of complexity, including cases involving multiple stakeholders, conflicting interests, or legal implications.
- Navigating intricate legal and procedural frameworks established by the Land and Property Rights Tribunal (LPRT) and other regulatory bodies.

2. Stakeholder Coordination:

- Balancing the expectations of diverse stakeholders such as taxpayers, municipalities, assessment teams, and legal counsel.
- Ensuring effective communication and alignment between internal teams and external entities like Alberta Justice and LPRT.

3. Time Sensitivity:

- Resolving complaints within strict timelines to avoid unnecessary escalation, delays, or disqualification.
- Coordinating hearings, evidence submissions, and corrective actions efficiently without compromising quality.

Types of guidance available for problem solving:

Problem Solving and Creativity Requirements:

1. Strategic Resolution Planning:

- Identifying alternative solutions to resolve complaints, such as joint resolutions or corrective actions, to avoid prolonged litigation or tribunal hearings.
- Developing strategies to defend the organization in complex hearings by identifying expert witnesses, gathering technical evidence, and leveraging legal expertise.

2. Process Optimization:

- Creating streamlined workflows and best practices to improve complaint handling and reduce redundancies in processes.
- Innovating ways to manage sensitive or contentious cases while maintaining fairness and quality.

3. Customized Communication:

- Crafting tailored messages to municipalities, complainants, and internal teams to ensure clarity and minimize miscommunication.

Direct or indirect impacts of decisions:

Decision-Making Capacity:

1. Critical Decisions:

- Deciding whether to pursue joint resolutions or proceed to tribunal hearings based on case details, available evidence, and legal advice.
- Approving key documents, such as Correction of Assessment Agreements (CAA) and tribunal decisions, ensuring compliance and accuracy.
- Determining the need for external legal counsel and selecting the appropriate firm to represent the organization.

2. Escalation:

- Assessing whether to escalate complaints to judicial review or higher regulatory authorities when necessary.
- Evaluating tribunal outcomes and deciding whether an appeal is warranted based on organizational and

Key Relationships

Major stakeholders and purpose of interactions:

Stakeholders and purpose of interactions:

1. Internal stakeholders and purpose of interactions:

- **Assessment Teams:** Ensures that assessment values and processes are aligned with legal decisions and stakeholder agreements.
- **Complaint case management advisor:** Provides direction and oversight to ensure timely and accurate execution of complaint-related tasks.
- **Leadership:** Keeps directors and managers informed of complaint status, risks, and outcomes to support strategic decision-making.
- **Processes:** Drives the development of efficient complaint-handling practices, reducing internal workload and resource utilization.

2. External stakeholders and purpose of interactions:

- **Taxpayers and Complainants:** Directly affects the satisfaction and trust of complainants by ensuring fair and transparent resolution processes.
- **Municipalities:** Facilitates smooth communication and coordination to address complaints that impact municipal budgets and assessments.
- **Regulatory Bodies (LPRT):** Ensures compliance with tribunal requirements and fosters a positive working relationship with regulatory authorities.
- **Legal Counsel:** Engages with external counsel to protect the organization's interests during complex legal disputes.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Business

2nd Major/Minor if applicable

Designation

Other

If other, specify:

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

- Demonstrated experience in project management and stakeholder consultation.
- Leadership, supervision and direction to professional staff.
- In-depth knowledge of assessment processes, complaint process, and legal frameworks.
- Proven experience in managing complex, multi-stakeholder processes.
- Excellent communication and negotiation skills.
- Familiarity with assessment systems (e.g., ALPAS, CAMA lot, ASSET).
- Knowledge of tribunal processes, legal documentation, and conflict resolution.
- Previous experience in working with regulatory bodies or legal teams.
- Project Management experiences.
- Ability to manage competing priorities and meet tight deadlines.

- Knowledge of related legislation, regulations, policies, and programs. (e.g. MGA, MRAC, property assessment regulations) is an asset.
- Knowledge of the political environment within which the Ministry operates and government approval processes and public administration practices.
- Strong organizational skills and attention to detail.
- A high level of proficiency with the Microsoft Office Suite (Excel, Word, and PowerPoint).
- Ability to identify key issues and develop solutions.
- Excellent communication and listening skills, particularly verbal communication and writing skills.
- Excellent conceptual, analytical, and problem-solving skills with the ability to think critically.
- Excellent decision-making skills.
- Ability to summarize and synthesize complex material.
- Ability to read and understand legislation.
- Ability to manage multiple complaints at a time.
- Ability to work under pressure.
- Ability to work independently or as part of a team, with a broad spectrum of stakeholders and with people at all organizational levels.
- Time management and organizational skills, and the ability to take on multiple projects and tasks.

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		
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	<p>The Manager, Assessment Complaints develops a collaborative environment by acting as a Point of contact between multiple stakeholders, including municipalities, legal counsel, complainants, internal managers, subject matter experts (SMEs), delegated assessors, and LPRT. For instance, when handling assessment complaints, the manager coordinates discussions with assessment managers, SMEs, and complainants to explore resolution strategies. Instead of escalating every complaint to a tribunal hearing, the manager facilitates joint resolution meetings, where all relevant parties work</p>

			<p>together to negotiate corrective actions. This collaborative approach reduces legal costs, expedites resolutions, and builds stronger relationships between the organization and external stakeholders.</p> <p>Additionally, by conducting "lessons learned" sessions with internal teams and implementing best practices, the manager ensures continuous improvement in complaint handling, fostering a culture of teamwork and shared learning.</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>1. Alternative Resolution Strategies to Reduce legal expenses.</p> <p>Faced with a surge in assessment complaints that could lead to costly tribunal hearings, the Manager, Assessment Complaints devised an early resolution strategy. By proactively engaging complainants, municipalities, and legal teams, the manager facilitated joint resolution meetings where alternative solutions (such as corrective actions or revised agreements) were proposed.</p> <p>2. Balancing Stakeholder Interests in Complex Disputes.</p> <p>In cases where taxpayers, municipalities, and assessors had conflicting interests, the manager introduced a mediation-style approach by organizing multi-</p>

			stakeholder round the table discussions. These sessions encouraged transparency, presented legal implications, and facilitated compromises before formal hearings.
Systems Thinking	○ ○ ○ ● ○	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	<p>1. Holistic Complaint Resolution Framework.</p> <p>The Manager, Assessment Complaints recognizes that resolving assessment complaints required a system-wide approach involving multiple stakeholders (municipalities, taxpayers, assessors, legal teams, and LPRT). Instead of addressing complaints in isolation, they developed an integrated complaint resolution framework that ensured: Early identification of patterns in complaints. This structured approach improved decision-making, minimized redundant efforts, and ensured smooth case management across all levels of the stakeholders.</p>
Develop Networks	○ ○ ● ○ ○	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>1. Strengthening Relationships with External Stakeholders.</p> <p>Recognizing the importance of external partnerships, the manager cultivated long-term professional relationships with municipalities, the Land and Property Rights Tribunal (LPRT), and legal counsel.</p> <p>Impact will be the improved cooperation</p>

			between LPRT and the ASB, leading to faster dispute resolutions and better compliance with complainant.
Agility	○ ○ ○ ● ○	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 	1. Managing Tight Deadlines Under Pressure. With strict timelines for filing complaints, submitting evidence, and preparing for hearings, the manager demonstrated agility by efficiently prioritizing the complaints based on the hearing dates while still ensuring thorough assessments. They developed contingency plans, such as redistributing workloads among team members or expediting legal reviews when facing resource constraints.
Develop Self and Others	○ ○ ● ○ ○	Plans according to career goals and regular development: <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	Directly leads a team of two people to support complaint work Indirectly leads subject matter experts in supporting technical aspects of complaint work - required to build strong team values to leverage broader branch staff.

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