



EMPLOYMENT OPPORTUNITY

INTERNAL and EXTERNAL COMPETITION

One Year Contract (Full-Time)

(see attached job description)

Office Administrator - Rental

Salary:

Level 16, Excluded (\$32.26 to \$40.34 per hour)

Applicants are requested to clearly detail in their letter of application, how their qualifications relate to the position as advertised.

CLOSING DATE – Wednesday, June 12, 2024 - 4:00 pm.

Please submit resumes and letters of application to
Jennifer L. Perry, Director, Residential Tenancy Office

By email: JPerry@peirentaloffice.ca

In person: 134 Kent Street, #501, Charlottetown, PE



Employment Position
**Office Administrator -
Rental**

Job Title: Office Administrator - Rental	Appointment Date:
Incumbent:	Bilingual: An Asset
Reports To: Director, Residential Tenancy Office	Location: Physical: Charlottetown

Purpose of the Position

The primary purpose of the Office Administrator is to manage the Rental Office, train and mentor Rental Intake Officers, educate the public, and provide confidential administrative support to the Director. Education to tenants and landlords, and timely, accurate, and complete processing of applications, investigations, and inquiries filed pursuant to the *Residential Tenancy Act* and regulations, is vital to the efficiency of the Rental Office.

Duties

- Provide confidential administrative support to the Director;
- Manage the rental office work flow and assignment of the work to rental intake officers;
- Train and mentor rental intake officers;
- Provide leadership, supervision and daily operational direction to rental intake officers;
- Develop and implement a public education strategy to promote the understanding of rights, responsibilities, and remedies available to landlords and tenants;
- Collaborate with the Director and external organizations, stakeholders and partners regarding public education;
- Develop education sessions for landlords and tenants;
- Develop and implement operational policies, guidelines, information bulletins, and procedures with respect to hearing schedules, evidence deadlines, and hearing processes;
- Collaborate with the Director on revision of Forms, best practices, and operational evaluations;
- Coordinate the operation and management of the Rental Property Management System including maintaining all statistical information;
- Identify requirements and ensure that the supplies and equipment required by the rental office are available;
- First point of contact for reception, rental intake officers, challenging clients, IT, Environmental Health, Renting PEI (CLI), Commission Clerk, and Communications Advisor;
- Manage special projects identified to assist the Rental Office including Procedure Flow, Website content, FAQ's, and proper file maintenance; and
- Such other related duties as may be assigned to meet organizational needs.

Legislative Framework	Working Knowledge (N/A, Basic Understanding, Proficient, Expert)
Residential Tenancy Act and Regulations	Proficient
Public Health Act Rental Accommodations Regulations	Proficient
Island Regulatory and Appeals Commission Act	Basic Understanding
Freedom of Information and Protection of Privacy Act	Basic Understanding

Primary Client Set: (Main set of people to whom the position is most accountable or responsible.)

- Director, Residential Tenancy Office
- Residential Landlords and Tenants
- Rental Tenancy Officers and Rental Office staff
- Commissioners and Commission staff

Working Conditions

Physical, Mental, Visual

Minimal physical activity is required; however, the work environment may be demanding when dealing with the public, remaining diplomatic, staying organized and maintaining effective working relationships. Short periods of travel away from the office environment may be required on occasion.

Qualifications

- Post-secondary degree or diploma from a recognized university or college.
- Supervisory experience is an asset.
- Must have strong written and oral communication skills and must have strong leadership skills.
- Extensive related work experience in an office environment.
- Must be able to work independently, with minimal supervision, and be highly self motivated and directed.
- Must be able to communicate legislative procedures in a user-friendly manner; actively listen and maintain a customer service orientation. The ability to remain diplomatic and impartial is essential.
- Prior experience in conflict resolution, dealing with rental clients, and administering legislation is an asset.
- Must have excellent computer skills (Microsoft Office Suite).
- Bilingualism, or fluency in a third language, would be a definite asset.
- Excellent interpersonal and presentation skills.
- Must have knowledge of the *Residential Tenancy Act* and the Regulations and the ability to interpret and apply legislation.

Salary: Level 16, Excluded