



## **EMPLOYMENT OPPORTUNITY**

### **INTERNAL and EXTERNAL COMPETITION**

#### **Permanent Full-Time**

**(see attached job description)**

### **Senior Residential Tenancy Officer and Investigator**

#### **Salary:**

**Level 20, Excluded (\$40.17 to \$50.21)**

**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  
**Senior Residential Tenancy  
Officer and Investigator**

<b>Job Title:</b> Senior Residential Tenancy Officer and Investigator	<b>Appointment Date:</b>
<b>Incumbent:</b>	<b>Bilingual:</b> An asset
<b>Reports To:</b> Director, Residential Tenancy Office	<b>Location:</b> Physical: Charlottetown

### **Purpose of the Position**

The primary purpose of the Senior Residential Tenancy Officer and Investigator is to provide confidential adjudicative support to the Director, train and mentor Residential Tenancy Officers, and adjudicate rental hearings, conduct investigations, and issue written decisions as mandated by the **Residential Tenancy Act** and regulations.

### **Primary Duties**

- Provide confidential adjudicative support to the Director;
- Train and mentor Residential Tenancy Officers;
- Adjudicate rental applications filed under the Residential Tenancy Act, conduct hearings, and render written decisions;
- Review Applications and Orders to determine if further investigation is needed for alleged violations of the Residential Tenancy Act;
- Review Rental Orders to ensure uniform interpretation, application and enforcement of the Residential Tenancy Act;
- Review Rental Appeal requests from the Commission Clerk;
- Coordinate the publication of all Orders;
- Assist Director with investigation process and procedure, assist in establishing and publishing Rules of Practice and Procedure, and Interpretation Bulletins;
- Liaise with other government agencies such as Environmental Health, the Sheriff's Office, CMHC, CLI, Renting PEI, provincial and municipal housing authorities, provincial and municipal fire officials, provincial and municipal building inspectors, municipal police forces, the RCMP, and other agencies when required;
- Assist the Director with annual activities including the allowable rent increase and the production of the annual report;
- Work with IT to maintain information, develop rental templates and short cuts to the database, the website and database systems as established from time to time;
- Such other related duties as may be assigned to meet organizational needs.

<b>Legislative Framework</b>	<b>Working Knowledge</b> (N/A, Basic Understanding, Proficient, Expert)
Residential Tenancy Act and Regulations	Expert
Public Health Act – Rental Accommodations Regulations	Expert
Island Regulatory and Appeals Commission Act	Proficient
Evidence Act	Proficient
Co-operative Associations Act	Basic Understanding
Companies Act	Basic Understanding
Interpretation Act	Proficient
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. Typically, a smaller number of people that have higher weighting)

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

#### **Personal Suitability**

- Logical, fair and open-minded
- Decisive
- Strategic/critical thinker
- Superior verbal skills
- Legal writing skills
- Mathematical skills
- Ethical
- Patient
- Superior listening skills
- Good conflict resolution skills
- Good time and case management skills
- Flexible
- Able to work independently or in teams
- Able to manage difficult people/situations
- Proficiency with computer systems
- Able to adapt to new technologies
- Business acumen skills
- Effective Communicator
- Willingness to learn
- Punctual and self-motivated approach

#### **Working Conditions**

Most of the work takes place in a standard office environment; however, the work environment may be stressful because of the nature of some interaction with the public. Travel around the province may be required from time to time.

#### **Qualifications**

- Bachelor degree with preference given to those with post-graduate degrees in law or other professional disciplines.
- Basic understanding of safe and suitable rental housing market with knowledge of environmental health concerns.
- Familiarity with the practice and procedures of administrative tribunals.
- Ability to interpret and apply legislation, regulations, policies and procedures.
- Ability to work independently and be highly self-motivated and directed.

- Prior experience interacting tactfully and diplomatically with clients; experience in conflict resolution would be a definite asset.
- Must be able to actively listen; work collaboratively; effectively prioritize in a fast paced environment; and always maintain a customer service orientation.
- Proven communication skills, both oral and written. Must possess basic knowledge of computer software applications (Word), including templates and databases.
- Must possess a valid driver's license. The employee will be required, as a condition of employment, to provide a motor vehicle for the purposes of carrying out employment functions.
- Applicants must have a good previous work and attendance record.
- Bilingualism would be a definite asset.

**Salary:** Level 20, Excluded