

## Position Details

|                                  |  |
|----------------------------------|--|
| Req #:                           | 4794   |
| Position Number:                 | 00000000                                     |
| Ministry ADM:                    | Jeff Vasey                                   |
| Hiring Manager:                  | Daryn Martiniuk                              |
| <b>Position Classification:</b>  | ADMN O14R - Information Officer              |
| <b>Ministry / Organization:</b>  | BC131 - Ministry of Housing                  |
| Ministry Branch / Division:      | Office of Housing and Construction Standards |
| Full/Part Time:                  | Full-time                                    |
| Employee Class (not posted):     | Regular Full Time                            |
| Job Type (displayed on posting): | Regular Full Time                            |
| Temporary End Date:              |  |
| FTE:                             | 1  |
| <b>Location:</b>                 | Burnaby                                      |
| Multiple Locations:              | Burnaby                                      |
| Salary Plan:                     | GEU  |
| Job Grade:                       | 14A  |
| <b>Union Code:</b>               |  |

## Position Options & Status

|  |  |
|--|--|
| <b>Posting Title:</b>  | ADMN O 14R - Information Officer                                 |
| Job Profile:   | <a href="#">Req 4794 Information Officer Job Description.doc</a> |
| Job Summary:   |  |
| <b>Information Officer</b>   |  |
| <b>Salary \$41,971.68 – \$47,623.67 annually</b>   |  |
| <b>Geographically Restricted</b>   |  |
| <b>Do you thrive in a high volume environment? Do you enjoy serving a diversified public? Can you change priorities on a dime?</b>   |  |
| The Residential Tenancy Branch promotes successful tenancies by providing high quality plain-language information to landlords and tenants about their rights and responsibilities as well as by delivering timely, neutral dispute resolution services.   |  |
| In your role as Information Officer, you will be accountable for providing accurate residential tenancy information and education to both tenants and landlords. You'll be communicating this information face-to-face, by email or telephone, and by coordinating and scheduling hearings using a computerized scheduling system. Independent, versatile and able to change priorities quickly, you thrive in a professional, dynamic work climate and the chance to draw upon your proven ability to identify underlying client needs while maintaining neutrality and delivering exceptional customer service. Your collaborative nature will also be crucial in establishing important work relationships with a diverse group of colleagues and stakeholders. |  |
| For complete details on this opportunity, please review the attached job description.  |  |

Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions. A criminal record check will be required.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. You will not be able to go back at a later time to complete the questionnaire so please allot up to 20 minutes to fill it out after submitting your resume and cover letter. If you experience difficulties with the questionnaire, please contact the recruiter listed in the job posting for assistance.

Shortlisted candidates from the Questionnaire will be invited to participate in a written exercise where you will be required to substantiate the experience you have identified in the questionnaire. Candidates must refer to experiences listed in their resumes; the hiring panel will be referring to your resumes to validate the experience listed.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

*I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.*

Job Qualifications:

**To be considered for this position your resume must clearly demonstrate that you have the following:**

Secondary school graduation, plus experience in a work environment requiring the use of conflict resolution, effective communication and interviewing skills or an equivalent combination of education and experience

Two years experience working with a diversified public

One year experience in the interpretation and application of legislation

Two years experience working in a high volume processing environment

Experience providing information to the public

**Applicants who move forward in the process may be assessed on the following criteria:**

Skills and Abilities:

Excellent communication, interpersonal and communications skills

Ability to read, comprehend and interpret statutes, legislation acts, policies, procedures and other related quasi-judicial directives

Ability to diffuse situations with upset and often difficult clients while focusing on satisfactory outcomes

Ability to gather and secure relevant information using effective listening skills

Ability to organize workload and meet tight deadlines

Ability to work both independently and in a team setting

## Position Details

|                                  |  |
|----------------------------------|--|
| Req #:                           | 4795   |
| Position Number:                 | 00000000                                     |
| Ministry ADM:                    | Jeff Vasey                                   |
| Hiring Manager:                  | Daryn Martiniuk                              |
| <b>Position Classification:</b>  | ADMN O 14R - Information Officer             |
| <b>Ministry / Organization:</b>  | BC131 - Ministry of Housing                  |
| Ministry Branch / Division:      | Office of Housing and Construction Standards |
| Full/Part Time:                  | Full-time                                    |
| Employee Class (not posted):     | Regular Full Time                            |
| Job Type (displayed on posting): | Regular Full Time                            |
| Temporary End Date:              |  |
| FTE:                             | 1  |
| <b>Location:</b>                 | Kelowna                                      |
| Multiple Locations:              |  |
| Salary Plan:                     | GEU  |
| Job Grade:                       | 14A  |
| <b>Union Code:</b>               |  |

## Position Options & Status

|  |  |
|--|--|
| <b>Posting Title:</b>  | ADMN O 14R - Information Officer                                 |
| Job Profile:   | <a href="#">Req 4795 Information Officer Job Description.doc</a> |
| Job Summary:   |  |
| <b>Information Officer</b>   |  |
| <b>Salary \$41,971.68 – \$47,623.67 annually</b>   |  |
| <b>Geographically Restricted</b>   |  |
| <b>Do you thrive in a high volume environment? Do you enjoy serving a diversified public? Can you change priorities on a dime?</b>   |  |
| <p>The Residential Tenancy Branch promotes successful tenancies by providing high quality plain-language information to landlords and tenants about their rights and responsibilities as well as by delivering timely, neutral dispute resolution services.</p> <p>In your role as Information Officer, you will be accountable for providing accurate residential tenancy information and education to both tenants and landlords. You'll be communicating this information face-to-face, by email or telephone, and by coordinating and scheduling hearings using a computerized scheduling system. Independent, versatile and able to change priorities quickly, you thrive in a professional, dynamic work climate and the chance to draw upon your proven ability to identify underlying client needs while maintaining neutrality and delivering exceptional customer service. Your collaborative nature will also be crucial in establishing important work relationships with a diverse group of colleagues and stakeholders.</p> <p>For complete details on this opportunity, please review the attached job description.</p> |  |

Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions. A criminal record check will be required.

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One year experience in the interpretation and application of legislation  
Two years experience working in a high volume processing environment  
Experience providing information to the public

**Applicants who move forward in the process may be assessed on the following criteria:**

**Skills and Abilities:**

Excellent communication, interpersonal and communications skills  
Ability to read, comprehend and interpret statutes, legislation acts, policies, procedures and other related quasi-judicial directives  
Ability to diffuse situations with upset and often difficult clients while focusing on satisfactory outcomes  
Ability to gather and secure relevant information using effective listening skills  
Ability to organize workload and meet tight deadlines  
Ability to work both independently and in a team setting

## Position Details

|                                  |  |
|----------------------------------|--|
| Req #:                           | 4796   |
| Position Number:                 | 00000000                                     |
| Ministry ADM:                    | Jeff Vasey                                   |
| Hiring Manager:                  | Daryn Martiniuk                              |
| <b>Position Classification:</b>  | APPL LEAD - Dispute Resolution               |
| <b>Ministry / Organization:</b>  | BC131 - Ministry of Housing                  |
| Ministry Branch / Division:      | Office of Housing and Construction Standards |
| Full/Part Time:                  | Full-time                                    |
| Employee Class (not posted):     | Regular Full Time                            |
| Job Type (displayed on posting): | Regular Full Time                            |
| Temporary End Date:              |  |
| FTE:                             | 1  |
| <b>Location:</b>                 | Burnaby                                      |
| Multiple Locations:              | Burnaby                                      |
| Salary Plan:                     | MGT  |
| Job Grade:                       | M1   |
| <b>Union Code:</b>               |  |

## Position Options & Status

|   |   |
|---|---|
| <b>Posting Title:</b>   | APPL LEAD - Dispute Resolution Officer            |
| <b>Job Profile:</b>   | <a href="#">Req 4796_DRO_Job_description.docx</a> |
| <b>Job Summary:</b>   |   |
| <b>Dispute Resolution Officer</b><br><b>Applied Leadership: Salary up to \$76,743 annually</b><br><b>Geographically Restricted</b>  |   |
| <b>Bring your judicial experience to this role where your binding decisions provide fair outcomes for landlords and tenants</b>   |   |
| <p>The Residential Tenancy Branch provides dispute resolution services to landlords and tenants. You will provide clear, concise and well-reasoned written decisions at the hearings you conduct in order to bring about timely and effective dispute resolution. In addition to an accurate interpretation and application of legislation, policies, procedures and other directives, your judgements will rely upon your ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice.</p> <p>As a high-level decision maker, you will make critical decisions which can be both difficult and demanding on many levels. Using your stellar communication and listening abilities, and by conducting your hearings in a courteous, respectful and effective manner, you are easily able to diffuse volatile or emotional situations while remaining neutral.</p> <p>For complete details on this opportunity, please review the attached job description. Applications may be considered for other similar current and future vacancies,</p> |   |

including permanent and/or temporary positions. A criminal record check will be required.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. You will not be able to go back at a later time to complete the questionnaire so please allot up to 20 minutes to fill it out after submitting your resume and cover letter. If you experience difficulties with the questionnaire, please contact the recruiter listed in the job posting for assistance.

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Job Qualifications:

**To be considered for this position your resume must clearly demonstrate that you have the following:**

A minimum of five years experience making independent and final decisions based on fact and law, or an equivalent combination of experience and training.

Demonstrated experience in the interpretation and application of legislation, policies, procedures and other directives.

Demonstrated experience in exercising independent judgement and using own initiative in making decisions.

Demonstrated experience in using effective verbal and written communication skills and active listening skills.

**Applicants who move forward in the process may be assessed on the following criteria:**

Ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice

Ability to diffuse volatile situations with difficult, upset and often irate clients while focusing on fair outcomes

Ability to gather and secure relevant information using effective listening skills

Ability to work both independently and in a team setting

Ability to effectively organize a heavy workload

Ability to effectively meet tight deadlines

## Position Details

|                                  |  |
|----------------------------------|--|
| Req #:                           | 4797   |
| Position Number:                 | 00000000                                     |
| Ministry ADM:                    | Jeff Vasey                                   |
| Hiring Manager:                  | Daryn Martiniuk                              |
| <b>Position Classification:</b>  | APPL LEAD - Dispute Resolution               |
| <b>Ministry / Organization:</b>  | BC131 - Ministry of Housing                  |
| Ministry Branch / Division:      | Office of Housing and Construction Standards |
| Full/Part Time:                  | Full-time                                    |
| Employee Class (not posted):     | Regular Full Time                            |
| Job Type (displayed on posting): | Regular Full Time                            |
| Temporary End Date:              |  |
| FTE:                             | 1  |
| <b>Location:</b>                 | Kelowna                                      |
| Multiple Locations:              |  |
| Salary Plan:                     | MGT  |
| Job Grade:                       | M1   |
| <b>Union Code:</b>               |  |

## Position Options & Status

|   |   |
|---|---|
| <b>Posting Title:</b>   | APPL LEAD - Dispute Resolution Officer            |
| Job Profile:  | <a href="#">Req 4797 DRO Job description.docx</a> |
| Job Summary:  |   |
| <b>Dispute Resolution Officer</b>   |   |
| <b>Applied Leadership: Salary up to \$76,743 annually</b>   |   |
| <b>Geographically Restricted</b>  |   |
| <b>Bring your judicial experience to this role where your binding decisions provide fair outcomes for landlords and tenants</b>   |   |
| <p>The Residential Tenancy Branch provides dispute resolution services to landlords and tenants. You will provide clear, concise and well-reasoned written decisions at the hearings you conduct in order to bring about timely and effective dispute resolution. In addition to an accurate interpretation and application of legislation, policies, procedures and other directives, your judgements will rely upon your ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice.</p> <p>As a high-level decision maker, you will make critical decisions which can be both difficult and demanding on many levels. Using your stellar communication and listening abilities, and by conducting your hearings in a courteous, respectful and effective manner, you are easily able to diffuse volatile or emotional situations while remaining neutral.</p> <p>For complete details on this opportunity, please review the attached job description. Applications may be considered for other similar current and future vacancies,</p> |   |

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Demonstrated experience in the interpretation and application of legislation, policies, procedures and other directives.

Demonstrated experience in exercising independent judgement and using own initiative in making decisions.

Demonstrated experience in using effective verbal and written communication skills and active listening skills.

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Ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice

Ability to diffuse volatile situations with difficult, upset and often irate clients while focusing on fair outcomes

Ability to gather and secure relevant information using effective listening skills

Ability to work both independently and in a team setting

Ability to effectively organize a heavy workload

Ability to effectively meet tight deadlines



## Position Details

|                                  |  |
|----------------------------------|--|
| Req #:                           | 4798   |
| Position Number:                 | 00000000                                     |
| Ministry ADM:                    | Jeff Vasey                                   |
| Hiring Manager:                  | Daryn Martiniuk                              |
| <b>Position Classification:</b>  | APPL LEAD - Dispute Resolution               |
| <b>Ministry / Organization:</b>  | BC131 - Ministry of Housing                  |
| Ministry Branch / Division:      | Office of Housing and Construction Standards |
| Full/Part Time:                  | Full-time                                    |
| Employee Class (not posted):     | Regular Full Time                            |
| Job Type (displayed on posting): | Regular Full Time                            |
| Temporary End Date:              |  |
| FTE:                             | 1  |
| <b>Location:</b>                 | Victoria                                     |
| Multiple Locations:              | Victoria                                     |
| Salary Plan:                     | MGT  |
| Job Grade:                       | M1   |
| <b>Union Code:</b>               |  |

## Position Options & Status

|   |  |
|---|--|
| <b>Posting Title:</b>   | APPL LEAD - Dispute Resolution Officer   |
| <b>Job Profile:</b>   | <u>Reg 4798 DRO Job description.docx</u> |
| <b>Job Summary:</b>   |  |
| <b>Dispute Resolution Officer</b><br><b>Applied Leadership: Salary up to \$76,743 annually</b><br><b>Geographically Restricted</b>  |  |
| <b>Bring your judicial experience to this role where your binding decisions provide fair outcomes for landlords and tenants</b>   |  |
| <p>The Residential Tenancy Branch provides dispute resolution services to landlords and tenants. You will provide clear, concise and well-reasoned written decisions at the hearings you conduct in order to bring about timely and effective dispute resolution. In addition to an accurate interpretation and application of legislation, policies, procedures and other directives, your judgements will rely upon your ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice.</p> <p>As a high-level decision maker, you will make critical decisions which can be both difficult and demanding on many levels. Using your stellar communication and listening abilities, and by conducting your hearings in a courteous, respectful and effective manner, you are easily able to diffuse volatile or emotional situations while remaining neutral.</p> <p>For complete details on this opportunity, please review the attached job description. Applications may be considered for other similar current and future vacancies,</p> |  |

including permanent and/or temporary positions. A criminal record check will be required.

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Job Qualifications:

**To be considered for this position your resume must clearly demonstrate that you have the following:**

A minimum of five years experience making independent and final decisions based on fact and law, or an equivalent combination of experience and training.

Demonstrated experience in the interpretation and application of legislation, policies, procedures and other directives.

Demonstrated experience in exercising independent judgement and using own initiative in making decisions.

Demonstrated experience in using effective verbal and written communication skills and active listening skills.

**Applicants who move forward in the process may be assessed on the following criteria:**

Ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice

Ability to diffuse volatile situations with difficult, upset and often irate clients while focusing on fair outcomes

Ability to gather and secure relevant information using effective listening skills

Ability to work both independently and in a team setting

Ability to effectively organize a heavy workload

Ability to effectively meet tight deadlines

Pages 11 through 19 redacted for the following reasons:

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## Position Options & Status

**Posting Title:** ADMN O 14R - Information Officer

**Job Profile:** Reg 7705 Information Officer JD.docx

Job Summary:

### **Information Officer**

**Salary \$41,971.68 - \$47,623.67 annually**

**This is a Temporary Assignment until July 31, 2012**

**Geographically Restricted**

**Do you thrive in a high volume environment? Do you enjoy serving a diversified public? Can you change priorities on a dime?**

The Residential Tenancy Branch promotes successful tenancies by providing high quality plain-language information to landlords and tenants about their rights and responsibilities as well as by delivering timely, neutral dispute resolution services.

In your role as Information Officer, you will be accountable for providing accurate residential tenancy information and education to both tenants and landlords. You'll be communicating this information face-to-face, by email or telephone, and by coordinating and scheduling hearings using a computerized scheduling system. Independent, versatile and able to change priorities quickly, you thrive in a professional, dynamic work climate and the chance to draw upon your proven ability to identify underlying client needs while maintaining neutrality and delivering exceptional customer service. Your collaborative nature will also be crucial in establishing important work relationships with a diverse group of colleagues and stakeholders.

### **HOW TO APPLY:**

Do not submit a cover letter with your application as it will not be reviewed. Please ensure your resume has all the information applicable to this competition.

For complete details on this opportunity, please review the attached job profile. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in various locations. Regular employees must have their supervisor's approval prior to applying on the temporary assignment. A criminal record check will be required. An eligibility listed may be established.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. You will not be able to go back at a later time to complete the questionnaire so please allot up to 20 minutes to fill it out after submitting your resume.

Shortlisted candidates from the Questionnaire will be invited to participate in a written exercise where you will be required to substantiate the experience you have identified in the questionnaire. Candidates must refer to experiences listed in their resumes; the hiring panel will be referring to your resumes to validate the experience listed.

If you are interested in this position and you plan on applying, please visit the [Frequently Asked Questions](#) page for tips on creating or updating your profile, searching for job opportunities and applying to postings.

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**Job Qualifications:**

**To be considered for this position your resume must clearly demonstrate that you have the following:**

Secondary school graduation, plus experience in a work environment requiring the use of conflict resolution, effective communication and interviewing skills or an equivalent combination of education and experience  
Two years experience working with a diversified public  
One year experience in the interpretation and application of legislation  
Two years experience working in a high volume processing environment  
Experience providing information to the public

**Applicants who move forward in the process may be assessed on the following criteria:**

**Skills and Abilities:**

Excellent communication, interpersonal and communications skills  
Ability to read, comprehend and interpret statutes, legislation acts, policies, procedures and other related quasi-judicial directives  
Ability to diffuse situations with upset and often difficult clients while focusing on satisfactory outcomes  
Ability to gather and secure relevant information using effective listening skills  
Ability to organize workload and meet tight deadlines  
Ability to work both independently and in a team setting

## Position Options & Status

**Posting Title:** ADMN O 14R - Information Officer

**Job Profile:** Information Officer JD AO 14 Nov 11.docx

Job Summary:

### **Information Officer**

**Salary \$41,971.68 - \$47,623.67 annually**

**Geographically Restricted**

**Do you thrive in a high volume environment? Do you enjoy serving a diversified public? Can you change priorities on a dime?**

The Residential Tenancy Branch promotes successful tenancies by providing high quality plain-language information to landlords and tenants about their rights and responsibilities as well as by delivering timely, neutral dispute resolution services.

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**Job Qualifications:**

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Two years experience working with a diversified public

One year experience in the interpretation and application of legislation

Two years experience working in a high volume processing environment

Experience providing information to the public

**Applicants who move forward in the process may be assessed on the following criteria:**

**Skills and Abilities:**

Excellent communication, interpersonal and communications skills

Ability to read, comprehend and interpret statutes, legislation acts, policies, procedures and other related quasi-judicial directives

Ability to diffuse situations with upset and often difficult clients while focusing on satisfactory outcomes

Ability to gather and secure relevant information using effective listening skills

Ability to organize workload and meet tight deadlines

Ability to work both independently and in a team setting

## Position Options & Status

**Posting Title:** ADMN O 14R - Information Officer

**Job Profile:** Req 8758 Information Officer JD.docx

Job Summary:

### **Information Officer**

**Salary \$41,971.68 - \$47,623.67 annually**

**Geographically Restricted**

**Do you thrive in a high volume environment? Do you enjoy serving a diversified public? Can you change priorities on a dime?**

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### **HOW TO APPLY:**

Do not submit a cover letter with your application as it will not be reviewed. Please ensure your resume has all the information applicable to this competition.

**Please note:** We will not be considering applicants who applied to this position in any of our 3 locations (Kelowna, Victoria, Burnaby) within the last 6 months and were unsuccessful.

For complete details on this opportunity, please review the attached job profile. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in various locations. A criminal record check will be required.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. You will not be able to go back at a later time to complete the questionnaire so please allot up to 20 minutes to fill it out after submitting your resume.

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searching for job opportunities and applying to postings.

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*I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.*

Job Qualifications:

**To be considered for this position your resume must clearly demonstrate that you have the following:**

Secondary school graduation, plus experience in a work environment requiring the use of conflict resolution, effective communication and interviewing skills or an equivalent combination of education and experience

Two years experience working with a diversified public

One year experience in the interpretation and application of legislation

Two years experience working in a high volume processing environment

Experience providing information to the public

**Applicants who move forward in the process may be assessed on the following criteria:**

**Skills and Abilities:**

Excellent communication, interpersonal and communications skills

Ability to read, comprehend and interpret statutes, legislation acts, policies, procedures and other related quasi-judicial directives

Ability to diffuse situations with upset and often difficult clients while focusing on satisfactory outcomes

Ability to gather and secure relevant information using effective listening skills

Ability to organize workload and meet tight deadlines

Ability to work both independently and in a team setting

## Position Options & Status

**Posting Title:** APPL LEAD - Dispute Resolution Officer

**Job Profile:** [12548 15979 DRO Job description Revised August 20 12 1 .docx](#)

Job Summary:

### **Dispute Resolution Officer**

**Salary up to \$76,743 annually**

**This opportunity is geographically restricted to Burnaby, BC**

**Bring your judicial experience to this role where your binding decisions provide fair outcomes for landlords and tenants**

The Residential Tenancy Branch provides dispute resolution services to landlords and tenants. You will provide clear, concise and well-reasoned written decisions for the hearings you conduct in order to bring about timely and effective dispute resolution. In addition to an accurate interpretation and application of legislation, policies, procedures and other directives, your judgements will reflect your ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice.

As a high-level decision maker, you will make critical decisions which can be both difficult and demanding on many levels. Using your stellar communication and listening abilities, and by conducting your hearings in a courteous, respectful and effective manner, you are easily able to diffuse volatile or emotional situations while remaining neutral.

### **HOW TO APPLY:**

Do not submit a cover letter with your application as it will not be reviewed. Please ensure your resume has all the information applicable to this competition.

For complete details on this opportunity, please review the attached job profile. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in Burnaby. An eligibility list may be established. A criminal record check will be required.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. You will not be able to go back at a later time to complete the questionnaire so please allot up to 20 minutes to fill it out after submitting your resume.

Shortlisted candidates from the Questionnaire will be invited to participate in a written exercise where you will be required to substantiate the experience you have identified in the questionnaire. Candidates must refer to experiences listed in their resumes; the hiring panel will be referring to your resumes to validate the experience listed.

If you are interested in this position and you plan on applying, please visit the [Frequently Asked Questions](#) page for tips on creating or updating your profile, searching for job opportunities and applying to postings.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

The BC Public Service is committed to diversity and inclusion in our workplace. As part of that commitment, we welcome and support diverse talents throughout our organization. For more information on how diversity works in the BC Public Service,

please visit our [diversity](#) page.

*I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.*

Job Qualifications:

**To be considered for this position your resume must clearly demonstrate that you have the following:**

- A minimum of five years experience (preference may be given to applicants with experience within the last 10 years) making independent and final decisions based on fact and law, or an equivalent combination of experience and training.
- Demonstrated experience in the interpretation and application of legislation, policies, procedures and other directives.
- Demonstrated experience in exercising independent judgement and using own initiative in making decisions.
- Demonstrated experience in using effective verbal and written communication skills and active listening skills.
  
- Preference may be given to applicants with demonstrated experience dealing with contested applications.

**Applicants who move forward in the process may be assessed on the criteria on the job description including:**

- Ability to apply the theories and principles of administrative law, rules of evidence, common law, contract law and administrative fairness/natural justice.
- Ability to diffuse volatile situations with difficult, upset and often irate clients while focusing on fair outcomes.
- Ability to gather and secure relevant information using effective listening skills.
- Ability to work both independently and in a team setting.
- Ability to effectively organize a heavy workload.
- Ability to effectively meet tight deadlines.

**Competencies:**

- Teamwork and Cooperation
- Service Orientation
- Results Focus
- Analytical Thinking
- Self Confidence
- Listening, Understanding and Responding
- Flexibility
- Problem Solving/Judgement

**Willingness Statements:**

- Occasional travel is required
- May work with angry or distressed clients.

| Ministry of Housing - Residential Tenancy Branch - DRO and IO |   |                 |  |                 |                  |             |  |                   |                    |
|---|---|-----------------|--|-----------------|------------------|-------------|--|-------------------|--------------------|
| Requisition   | Ministry Branch   | Position Number | Position Title                         | Hiring Manager  | Req created date | Status      | Reqtransactiontype Name  | Posting Open date | Posting Close date |
| 4794  | Office of Housing and Construction Standards                            | 0               | ADMN O 14R - Information Officer       | Hiring Centre   | 2011-05-26       | Filled - NI | Non-integrated requisition (Recruiter Use ONLY)  | 2011-05-27        | 2011-06-10         |
| 4795  | Office of Housing and Construction Standards                            | 0               | ADMN O 14R - Information Officer       | Daryn Martiniuk | 2011-05-26       | Filled - NI | Non-integrated requisition (Recruiter Use ONLY)  | 2011-05-27        | 2011-06-10         |
| 4796  | Office of Housing and Construction Standards                            | 0               | APPL LEAD - Dispute Resolution Officer | Barbara Jones   | 2011-05-26       | Cancelled   | Non-integrated requisition (Recruiter Use ONLY)  | 2011-05-27        | 2011-06-10         |
| 4797  | Office of Housing and Construction Standards                            | 0               | APPL LEAD - Dispute Resolution Officer | Hiring Centre   | 2011-05-26       | Cancelled   | Non-integrated requisition (Recruiter Use ONLY)  | 2011-05-27        | 2011-06-10         |
| 4798  | Office of Housing and Construction Standards                            | 0               | APPL LEAD - Dispute Resolution Officer | Hiring Centre   | 2011-05-26       | Filled - NI | Non-integrated requisition (Recruiter Use ONLY)  | 2011-05-27        | 2011-06-10         |
| 6792  | Residential Tenancy Branch  | 87785           | APP LEAD - Dispute Resolution Officer  | Daryn Martiniuk | 2011-09-21       | Filled      | Requisition - Comments (Internal use only): candidate from Req#4798 will be appointed under this req.                      | 0000-00-00        |                    |
| 6832  | Residential Tenancy Branch  | 35544           | ADMN O 14R - Information Officer       | Daryn Martiniuk | 2011-09-23       | Filled      | Requisition - Comments (Internal use only): selection being made from req#4795 (initially set up as a non-integrated req). | 0000-00-00        |                    |
| 6872  | Residential Tenancy Branch  | 35374           | ADMN O 14R - Information Officer       | Barbara Jones   | 2011-09-27       | Filled      | Requisition - Comments (Internal use only): hiring from req#4794   | 0000-00-00        |                    |
| 6873  | Residential Tenancy Branch  | 92541           | ADMN O 14R - Information Officer       | Barbara Jones   | 2011-09-27       | Filled      | Requisition - Comments (Internal use only): hiring from req#4794   | 0000-00-00        |                    |
| 6874  | Residential Tenancy Branch  | 91214           | ADMN O 14R - Information Officer       | Barbara Jones   | 2011-09-27       | Filled      | Requisition - Comments (Internal use only): hiring from req#4794   | 0000-00-00        |                    |
| 6875  | Residential Tenancy Branch  | 92537           | ADMN O 14R - Information Officer       | Barbara Jones   | 2011-09-27       | Cancelled   | Requisition - No posting   | 0000-00-00        |                    |
| 6890  | Residential Tenancy Branch  | 35515           | ADMN O 14R - Information Officer       | Barbara Jones   | 2011-09-28       | Filled      | Requisition - Comments (Internal use only): candidate is being hired from req#4794   | 0000-00-00        |                    |
| 7705  | Residential Tenancy Branch  | 81560           | ADMN O 14R - Information Officer       | Daryn Martiniuk | 2011-11-09       | Filled      | Requisition  | 2011-11-15        | 2011-11-29         |
| 8408  | Residential Tenancy Branch/ Office of Housing of Construction Standards | 35512           | ADMN O 14R - Information Officer       | Daryn Martiniuk | 2011-12-19       | Filled      | Requisition  | 2011-12-20        | 2012-01-08         |
| 8736  | Residential Tenancy Branch  | 89937           | ADMN O 14R - Information Officer       | Daryn Martiniuk | 2012-01-12       | Cancelled   | Requisition - No posting   | 0000-00-00        |                    |

|       |  |        |   |                 |            |        |   |            |            |
|-------|--|--------|---|-----------------|------------|--------|---|------------|------------|
| 8758  | Residential Tenancy<br>Branch/ Office of<br>Housing and Construction Standards | 89936  | ADMN O 14R - Information<br>Officer       | Daryn Martiniuk | 2012-01-13 | Filled | Requisition   | 2012-01-13 | 2012-01-27 |
| 9539  | Residential Tenancy<br>Branch/ Office of Housing<br>and Construction Standards | 35377  | ADMN O 14R - Information<br>Officer       | Daryn Martiniuk | 2012-02-27 | Filled | Requisition - Comments (Internal use only):<br>secondary hire will be made from req#8758                  |            |            |
| 9684  | Residential Tenancy<br>Branch/ Office of Housing<br>and Construction Standards | 81560  | ADMN O 14R - Information<br>Officer       | Daryn Martiniuk | 2012-03-02 | Filled | Requisition - Comments (Internal use only): candidate<br>being offered position from req#8758 competition |            |            |
| 12548 | Residential Tenancy<br>Branch/Office of Housing &<br>Construction Standards    | 101162 | APPL LEAD - Dispute<br>Resolution Officer | Daryn Martiniuk | 2012-08-09 | Held   | Requisition - Held due to hiring freeze   | 2012-08-20 | 2012-09-09 |