

## POSITION DESCRIPTION

### Ministry of Energy and Mines and the Minister Responsible for Housing

POSITION TITLE:	Dispute Resolution Officer	POSITION NUMBER(S):	
DIVISION: (e.g., Division, Region, Department)	Office of Housing and Construction Standards		
UNIT: (e.g., Branch, Area, District)	Residential Tenancy Branch	LOCATION:	Victoria, Burnaby, Kelowna
SUPERVISOR'S TITLE:	Team Leader, Dispute Resolution	POSITION NUMBER	
SUPERVISOR'S CLASSIFICATION:	Applied Leadership	PHONE NUMBER:	250-387-0292
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:		CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

#### PROGRAM

The Residential Tenancy Branch is part of the Office of Housing and Construction Standards in the Ministry of Energy and Mines and Minister Responsible for Housing. The Branch promotes successful tenancies by providing high quality plain language information to landlords and tenants about their rights and responsibilities and by delivering timely, neutral dispute resolution services to landlords and tenants.

#### PURPOSE OF POSITION

The dispute resolution officer is responsible for providing landlords and tenants with an orderly, timely and effective dispute resolution process. This position conducts hearings in a courteous, respectful and effective manner and provides clear, concise and well-reasoned written decisions within established time limits. The position may also encourage settlements between landlords and tenants.

#### NATURE OF WORK AND POSITION LINKS

Reporting to the Director of Dispute Resolution Services, the dispute resolution officer works in a dynamic and often highly volatile environment and must use a high level of discretion and judgment. In all cases, the dispute resolution officer must remain neutral throughout the hearing process.

The work requires independent decision making combined with the ability to diffuse volatile situations and deal effectively with emotionally charged individuals while focusing on fair outcomes. The dispute resolution officer works in a high volume, demanding and fast-paced environment and must be able to respond promptly to changing priorities and deadlines.

Key Links include:

**Director of Operations and Dispute Resolution Team Lead** – to set priorities and discuss dispute resolution service delivery and administration

#### SPECIFIC ACCOUNTABILITIES / DELIVERABLES

**Exercises delegated authority from the Director of the Residential Tenancy Branch and is responsible for providing dispute resolution services by**

- Conducting hearings to resolve disputes between landlords and tenants at in-person, teleconference or written hearings; ensuring administrative policy and rules of administrative fairness are upheld in dispute resolution

processes.

- Ensuring that dispute resolution hearings are conducted in accordance with the legislation, Rules of Procedure, principles of natural justice and the common law, and independently making decisions regarding residential tenancy issues, including requests for orders of possession, claims for compensation, claims against security deposits, counterclaims and various disputes about terms and conditions of tenancy agreements.
- Interpreting and applying the legislation and landlord and tenant common law to deliver high quality, timely and effective dispute resolution services.
- Reviewing and analyzing facts and evidence, assessing the relevance and credibility of witnesses and making final and binding decisions that are consistent with the legislation and common law.
- Preparing clear, concise and well-reasoned written orders and decisions consistent with relevant residential tenancy law; uploading decisions and orders to the RTB Case Management System, recording hearing time and other statistical data, and ensuring files are closed appropriately.

#### FINANCIAL RESPONSIBILITY

None

#### **DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)**

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff		0
Supervises staff through subordinate supervisors		

#### **PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)**

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>		Provides formal training to other staff <input type="checkbox"/>	
Lead project teams <input type="checkbox"/>		Assigns, monitors and examines the work of staff <input type="checkbox"/>	

#### TOOLS / EQUIPMENT

Must use standard office equipment and software.

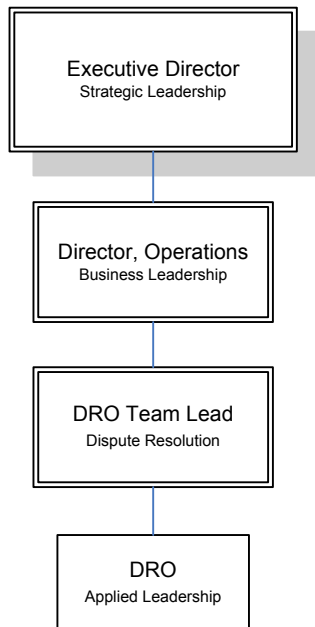
#### WORKING CONDITIONS

Occasional travel is required.

May work with angry or distressed clients.

#### **Organization Chart:**

## Residential Tenancy Branch DISPUTE RESOLUTION SERVICES



### SELECTION CRITERIA

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

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

#### ***Public Service Core Competencies:***

**Teamwork and Cooperation:** requires the ability to work cooperatively with all levels of staff and diverse work groups across the organization to achieve group and organizational goals.

**Service Orientation:** requires understanding the services needs of a client/customer who may include the public, colleagues, partners, co-workers, peers, branches, ministries and other government organizations and agencies and actively focus anticipating, meeting and exceeding their needs in a timely and appropriate manner.

**Results Focus:** requires taking action to achieve challenging goals or high standards. It is focusing on the desired outcomes, setting challenging goals and taking action to meet or exceed them.

***Specific competencies:***

**Analytical Thinking:** requires the ability to analyze a situation, identify key issues/deficiencies, determine the problem and resolve the issue in a decisive manner.

**Self Confidence:** requires the belief in one's own capability to accomplish a task and select an effective approach to a task or program. This includes confidence in one's ability as expressed in increasingly challenging circumstances and confidence in one's decision or opinion.

**Listening, Understanding and Responding** – requires the ability to accurately listen and understand, and then respond appropriately when interacting with individuals and groups.

**Flexibility:** requires the ability and willingness to adapt to and work effectively with a variety of diverse situations and diverse individuals or groups.

**Problem Solving/Judgement** – requires the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

**Dispute Resolution Officer**  
**Applied Leadership: Salary up to \$76,743 annually**  
**Geographically Restricted**

**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 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.

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.

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:**

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