

# JOB DESCRIPTION

Benchmark Job #103

Ministry: Attorney General  
Branch: Residential Tenancy  
Location: Burnaby

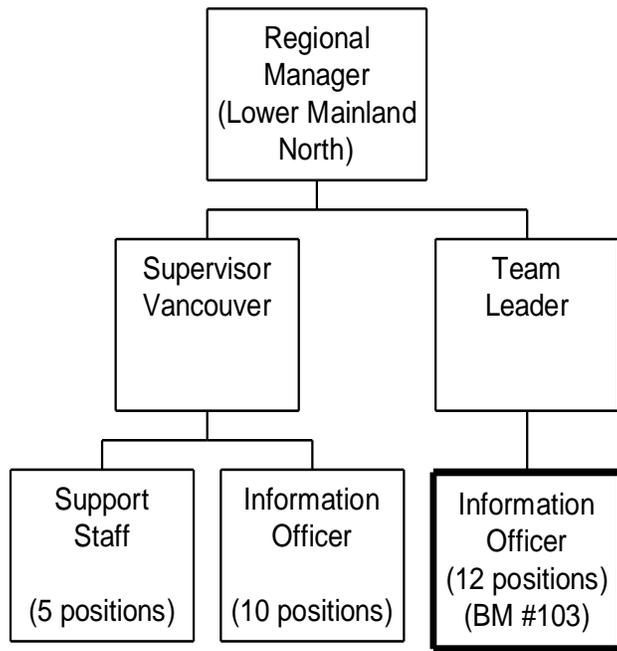
Working Title: **Information Officer**  
Level: Range 15  
Classification: Administrative Officer

## PRIMARY FUNCTION

To provide information as a neutral party to tenants and landlords concerning their rights and obligations under the Residential Tenancy Act, Rent Distress Act, Rent Adjustment and Manufactured Home Parks Regulations and other related acts and regulations and to assist parties wishing to initiate the tenancy dispute resolution process.

## JOB DUTIES AND TASKS

1. Provides information to landlords and tenants about their rights and responsibilities
  - a. responds to telephone, mail and in-person inquiries and complaints from landlords, tenants, lawyers, advocates and agents
  - b. conducts interviews of client's tenancy situation, provides advice on acts, arbitration decisions and mediation processes relating to the situation; develops and provides information brochures.
2. Informs landlords and tenants of dispute resolution options and attempts to resolve disputes
  - a. assesses client's tenancy situation and explains potential consequences and remedies available
  - b. provides information on other community resources to assist clients resolve their disputes
  - c. explains policies & procedures on filing/scheduling of applications and designation of arbitrators
  - d. approves completed applications for arbitration and forwards them to the scheduling department
  - e. explains procedures to be followed prior to an arbitration hearing including what clients can expect at a hearing and preparation of evidence and rules of procedure for a quasi-judicial hearing
  - f. attempts to resolve disputes through discussions with both parties
3. Provides information on the dispute process regarding manufactured home parks
  - a. explains the process to address complaints and the rights and obligations of the parties
  - b. meets with the parties at the park site, often in large group settings, to describe the mediation process and to encourage communication and self resolution of disputes
  - c. teaches parties necessary mediation skills and assists in developing negotiating options
  - d. assists clients with preparing for arbitration hearings
4. Responds to and attempts to resolve complaints and enquiries about the arbitration system, hearings and decisions
  - a. explains to parties or their agents the role and authority of an arbitrator appointed under the Act
  - b. explains the avenue for legal and/or administrative review of arbitrator's decisions
  - c. notes complaints received and forwards to the appropriate supervisor for monitoring purposes
  - d. notes allegations of administrative errors in decisions and forwards to arbitrator for action
  - e. processes requests for return of documents in accordance with Branch policies and procedures
  - f. explains legislative requirements with respect to arbitrator's decisions, responds to requests for written decisions and forwards messages regarding enquiries on open files to arbitrator
5. Improves public awareness of the Residential Tenancy Act provisions
  - a. delivers educational awareness presentations to a variety of groups within the legal community and to educational groups, landlord/tenant groups, community organizations and other government agencies
  - b. develops and participates in workshops and seminars involving landlord or tenant issues
6. Performs other related duties and functions
  - a. helps other information officers requiring assistance in dealing with procedures, complaints or difficult enquiries, reviews, responds to or refers enquiries and applications received by mail and schedules breaks and work coverage as Duty Officer for the day on a rotational basis
  - b. fills out payment slips for applicants to take to cashier by checking off the amount of the filing fee; waives fees depending on the situation
  - c. provides training to other Information Officers on procedures



## REASON FOR CLASSIFICATION

Benchmark Job #103

Job Title: Information Officer

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Have a practical understanding of residential tenancy and arbitration to provide information and guidance to landlords and tenants on their rights and obligations under the Residential Tenancy Act and other related acts and regulations, to conduct interviews and explain options and remedies relevant for each situation, to attempt to resolve disputes and to prepare for mediation or arbitration in a quasi-judicial setting.</p>	F	190
2	<p><b>MENTAL DEMANDS</b>            Judgement to assess clients' tenancy situations and choose an approach using a combination of residential tenancy and arbitration procedures and techniques to identify and explain remedies available to landlords and tenants, attempt to resolve disputes between the parties and approve completed applications for arbitration.</p>	D	100
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b>            Persuasion required to use basic negotiation skills such as conflict resolution, to encourage cooperation and resolve rental disputes with tenant and landlords.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Moderate coordination and dexterity required to drive vehicle to manufactured home parks to meet with tenants and landlords.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by general procedures or instructions, selects alternative courses of action to provide information to landlords and tenants on their rights and responsibilities, conduct personal interviews, explain remedies available and resolve disputes, respond to complaints and inquiries and approve completed applications for arbitration.</p>	D	75
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Some financial responsibility to waive application fees depending on the situation.</p>	C	15
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Moderate responsibility to use a light vehicle to visit manufactured home parks to meet with tenants and landlords.</p>	C	15

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to provide formal training on procedures to other information officers.	B	9
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Considerable care and attention to interview clients to obtain information about their particular residential tenancy complaint and to provide advice on self-resolution and on optional recourses to resolve housing problems.	E	40
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Intense requirement to almost always respond to high volume telephone enquiries while assessing cases.	D	18
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to view printed material.	C	12
12	<b>SURROUNDINGS</b> Exposure to frequent unpleasant dealings with angry landlords or tenants.	C	6
13	<b>HAZARDS</b> Significant exposure to hazards from frequent possibility of physical violence while conducting interviews with disputing landlords and tenants.	D	9

**Total Points: 549**

**Level: Range 15**