

Landlord and Tenant Consultant I

DEFINITION

This is technical work involving the provision of advice, information mediation and education services to the public relating to residential tenancy matters, rental practices and relevant business/consumer practices.

Employees of this class address a wide variety of inquiries concerning landlord/tenant issues. Employees are required to be familiar with and understand legislation and court decisions and advise clients of the options available to them. Consultants are required to mediate disputes and provide guidance on how to prevent future disputes. The work of this class stresses contact with the general public and various agencies to assist in the resolution of concerns with respect to tenancy issues as well as related legislation and provincial court procedures. Consultant I contributes in the development of public education material and provides education on tenancy issues and related legislation to the general public.

After an initial training period, consultants work independently and exercise judgement when providing all services. Consultants must maintain neutrality in a highly charged environment. Complex matters are referred to Consultant II or the Executive Director for guidance.

TYPICAL DUTIES*

Responds to clients who seek assistance from Landlord and Tenant Advisory Board. Ensures that sufficient information is obtained in order to assess issues and provide the appropriate response.

Provides clients with appropriate alternative referrals.

Provides advice in the areas of the Landlord and Tenants Advisory Board's mandate.

Delivers public education activities.

Conducts formal and informal mediations.

Maintains records and documentation including service delivery reports, statistics, time and personnel records.

Participates in regular staff meetings.

Performs other related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of residential tenancy issues and legislation including the *Residential Tenancies Act*, the *Mobile Home Sites Tenancies Act*, *Public Health Act*, *Condominium Property Act* and other related legislation.

Knowledge of property management practices.

Ability to identify the appropriate dispute resolution method and, where necessary, mediate disputes.

Ability to deal effectively with the public, in particular with difficult clients in stressful situations.

Ability to express ideas effectively, orally and in writing.

Ability to establish and maintain effective working relations as necessitated by work assignments, including the ability to work co-operatively in a team setting.

Familiarity with computers including word processing, spreadsheet and database applications.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

High School with post-secondary courses in adult education, conflict resolution, property management, or business and three (3) years of experience in conflict resolution, public education or advisory services. Preference will be given to those with a certificate or diploma in adult education, conflict resolution, property management or business.

** This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0293		0294	
Last Updated:	2001-01			
Previous Updates:	1996-03, 1994-04, 1994-03, 1993-11, 1993-08			
Originated:	1987-06			