

## Landlord and Tenant Consultant II

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### **DEFINITION**

This is technical work involving leadhand responsibility for Landlord and Tenant Consultant I or other support personnel. The Landlord and Tenant Consultant II provides advice, information, education, and mediation services to the public relating to complex residential tenancy matters, rental practices and relevant business/consumer practices.

Employees of this class address the more complex telephone and in-person inquiries concerning landlord/tenant issues. Employees are required to interpret legislation and court decisions and advise clients of the options available to them. Consultant II may be required to mediate the more complex 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 II is responsible for the development of public education materials and for the provision of education on tenancy issues and related legislation to the general public.

The Landlord and Tenant Consultant II works independently and exercises judgement when providing information and advice. This position provides direction and reviews the work of the Landlord and Tenant Consultant I, as well as assisting them with difficult or unusual requests. Consultant II must be capable of making his or her own decisions and acting accordingly. When necessary, complex matters are referred to the Executive Director for guidance.

Work of this class is differentiated from the Landlord and Tenant Consultant I by the assumption of leadhand responsibility, the complexity and diversity of assignments, the independence exercised in the completion of assignments and representation of the Landlord and Tenant Advisory Board on various external committees.

### **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. The Landlord and Tenant Consultant II typically addresses the more complex inquiries/issues. Investigates circumstances of the more complex disputes and recommends solutions.

Provides clients with appropriate alternative referrals.

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

Leads the Consultant Team to develop and implement the public education plan and conducts public education activities.

Schedules mediations between landlord and tenants; assists Consultant I with mediations; and conducts mediations as required.

Identifies problems with relevant legislation.

Performs legal research into related issues and prepares briefing papers and presentations on the issues.

Provides direction and reviews the work of the Landlord and Tenant Consultant I and clerical staff.

Assists less experienced staff with difficult or unusual requests.

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

Trains other staff.

Other related duties as assigned.

**KNOWLEDGE, ABILITIES AND SKILLS**

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

Knowledge of property management practices.

Ability to mediate disputes to find mutually agreeable alternatives.

Ability to research issues and interpret legislation.

Ability to deal effectively with the public.

Ability to express ideas effectively, orally and in writing.

Ability to establish and maintain effective working relations as necessitated by work assignments.

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

Familiarity with human service/government organizations combined with proven organizational skills.

Ability to effectively supervise other staff members.

Ability to work without direction and co-operatively in a team setting.

**TRAINING AND EXPERIENCE REQUIREMENTS**

Job Level

Post Secondary diploma in education, conflict resolution, property management, business, law, or social sciences; experience as a legal assistant or equivalent or training in conflict resolution; and supervisory experience.

A minimum of three (3) years' experience in conflict resolution, public education or residential property management.

*\* 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	0295		1290	
Last Updated:	2001-01			
Previous Updates:	1996-03			
Originated:	1994-03			