



**Service New Brunswick
Residential Tenancies Officer
Open Competition
Pay Band 4
Saint John**

Service New Brunswick is seeking an individual to join the Residential Tenancies Tribunal as a Residential Tenancies Officer, working in Saint John.

Reporting to the Manager, the Residential Tenancies Officer is responsible for administering the *Residential Tenancies Act* and its regulations. Key responsibilities of this position are:

- performing investigations for the mediation and resolution of disputes
- identifying strategies to increase awareness of and compliance with the *Residential Tenancies Act*
- conduct evidentiary hearings
- write detailed decisions
- develop relationships and partnerships with strategic public and private stakeholders
- prepare documentation for prosecutions under the *Residential Tenancies Act*
- support the implementation of the Residential Tenancies program and performing other related duties as assigned

ESSENTIAL QUALIFICATIONS: A university degree with a minimum of four years of progressively more responsible experience in a related environment.

Subject to the response to this competition, an equivalent combination of training and experience may be considered, or the required years of experience may be increased.

Written and spoken competence in English is required.

Applicants must clearly demonstrate the essential qualifications to be given further consideration. Please state your language capability on your application and ensure that preferred language for assessment is clearly identified.

ASSET QUALIFICATIONS: Preference may be given to candidates who demonstrate they have training or experience in one or more of the following areas:

- Experience in dispute resolution
- Experience performing investigations
- Experience in the interpretation of legislation, regulations and policies

Subject to the response to this competition, candidates may be required to demonstrate on their application one or more of the asset qualifications in addition to the essential qualifications in order to be given further consideration.

OPERATIONAL REQUIREMENTS: This position requires some travelling within the region.

Some weekday evening and Saturday morning work hours may also be required.

Candidates must possess a valid New Brunswick driver's license and have their own means of transportation.

BEHAVIOURAL COMPETENCIES: The successful candidate will possess the following behavioral competencies:

- Results Orientation
- Analytical Thinking/Judgment
- Client Service Orientation
- Effective Interactive Communication
- Impact and Influence
- Organizational Commitment
- Teamwork and Cooperation
- Self-Confidence

TECHNICAL COMPETENCIES: The successful candidate will possess the following technical competencies:

- Knowledge of Conflict Management Practices
- Written and Oral Communication

NOTE: To be given consideration under this competition, you must demonstrate on your application how, when and where you acquired the qualifications required for this position. Your résumé must present education and work

experience in reverse chronological order, with work experience detailed in both months and years, and whether it was part-time or full-time (e.g. May 2000 to June 2004 — full-time).

This competition may be used to fill future vacancies at the same level.

Candidates registered with the [Equal Employment Opportunity Program](#) and veterans, who demonstrate they are among the most qualified, shall be given preference at the time of appointment. We are an Equal Opportunity Employer and we promote a scent-reduced environment.

Salary : \$ 47,944- \$ 67 028 annually – Pay Band 4 - Management and Non-Union Pay Plan

We encourage applicants to apply on-line at www.ere.gnb.ca **or** by email at HR-RH@snb.ca by **November 29, 2017** indicating competition number **2017-SNB-439**.

We thank all those who apply, however, only those selected for further consideration will be contacted.