



PRINCE EDWARD ISLAND

Regulatory & Appeals Commission
Commission de réglementation et d'appels

ÎLE-DU-PRINCE-ÉDOUARD

EMPLOYMENT OPPORTUNITY

RENTAL INTAKE OFFICER

Permanent, Full Time Position

Salary:

Level 13 - (\$32.89 to \$38.56 per hour \$64,136 - \$75,192 per Annum)

CLOSING DATE – January 30, 2026

In accordance with the UPSE Collective Agreement Preference will be given to qualified internal candidates

Applicants are requested to clearly detail in their letter of application how their qualifications relate to the position as advertised.

Please submit resumes and letters of application to
Jennifer Perry, Director, Residential Tenancy
jperry@peirentaloffice.ca



PRINCE EDWARD ISLAND

Regulatory & Appeals Commission
Commission de réglementation et d'appels

ÎLE-DU-PRINCE-ÉDOUARD

Job Title: Intake Officer Residential Tenancy Office	Classification: Level 13 Salary Range: \$32.89 - \$38.56 per hour
Reports To: Director, Residential Tenancy	Bilingual: N/A

Purpose of the Position

The purpose of an Intake Officer position is to provide timely and accurate information to Landlords and Tenants; process applications pursuant to the *Residential Tenancy Act* and *Regulations*; and ensure the Director of Residential Tenancy and the Rental Officers have the information required to make informed, rational decisions pursuant to the Act. Additionally, this position provides general administrative support to the Residential Tenancy Office.

Duties

- Receive and respond to telephone, email, and in-person inquiries from landlords and tenants;
- Advise landlords and tenants with respect to their rights, obligations, and available options under the *Residential Tenancy Act* concerning specific problems arising under a tenancy agreement;
- Advise landlords and tenants of the information and documentation required to comply with the legislation, as well as explaining the hearing and decision process;
- Analyze and review applications received pursuant to the *Residential Tenancy Act* and *Regulations*;
- Process applications in the Rental Property Management System, preparing any required communication for the Director's and/or Rental Officer's signature;
- Prepare various correspondence; including memorandums, letters via mail and/or email, Notices of Hearing and Evidence Package cover pages;
- Receive, review and compile all evidence in advance of the hearings;
- Promote the understanding of rights, responsibilities, and remedies available under the Act, through public meetings, presentation to interest groups, and updates of changes to the legislation, information sheets, website, etc.;
- Maintain the records and statistical information under the Rental Property Management System;
- Acquire required documents for annual reports and maintain database;
- Administrative support such as word processing and data management support to the Division;
- Maintain hard copy file system for Division;
- Purge rental files pursuant to Records Retention and Disposition Policy;
- Develop and update information documents on different rental issues and procedures;
- Manage the processing of all investigations, hearings and written decisions to ensure

- timely and accurate responses;
- Record and maintain minutes of rental staff meetings;
- Such other related duties as may be assigned to meet organizational needs. Specific statements of responsibilities not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Minimum Qualifications

- Post-secondary degree or diploma from a recognized university or college.
- Extensive related work experience in an office environment.
- Must be able to work independently, with minimal supervision, and be highly self motivated and directed.
- Must be able to communicate legislative procedures in a user-friendly manner; actively listen and maintain a customer service orientation. The ability to remain impartial is essential.
- Prior experience in conflict resolution, dealing with rental clients, and administering legislation would be definite assets.
- Must possess excellent communication skills, both written and oral.
- Applicants must have excellent computer skills (Microsoft Office Suite), including experience in using templates and databases.
- Excellent time management skills and the ability to multi-task in a fast-pace work environment.
- Applicants must have a good previous work and attendance record.
- A valid driver's license is an asset.
- Bilingualism, or fluency in a third language, is an asset.