

**Job Information**

Job Title: Manager, Assessment Complaints

Job Requisition ID: 71693

Ministry: Municipal Affairs

Location: Edmonton (Other Locations in Alberta will be considered)

Permanent/Temporary: Permanent

Closing Date: July 8, 2025

Salary: \$3,339.00 to \$4,493.32 bi-weekly \$87,147- \$117,275.65 /year

Are you a strategic thinker with a passion for ensuring fairness, transparency, and integrity in public service? The Assessment Services Branch is seeking a detail-oriented and collaborative Assessment Complaints Manager to oversee the resolution of designated industrial property assessment complaints.

This role is pivotal in maintaining legislative compliance, enhancing stakeholder confidence, and driving effective and timely resolution strategies across the branch.

Qualifications

Business, Commerce, Management, or Law supplemented by four years related experience. Related experience or education may be considered as an equivalency on a one for one basis.

Equivalency:

Directly related education or experience may be considered on the basis of:

- 1 year of education for 1 year of experience; or
- 1 year of experience for 1 year of education.

Assets:

- In-depth knowledge of property assessment, complaint resolution processes, and applicable legal frameworks (AMAA or equivalent designation preferred).
- Strong leadership and experience providing supervision and direction to professional staff.
- Proven ability to manage complex, multi-stakeholder processes with confidence and diplomacy.
- Demonstrated experience in project management and stakeholder consultation.
- Excellent communication, negotiation, and conflict resolution skills.
- Familiarity with assessment systems (e.g., ALPAS, CAMA lot, ASSET).
- Knowledge of tribunal processes, legal documentation, and working with regulatory bodies or legal teams.
- Experience working with the Assessment Review Board or Land and Property Rights Tribunal is a strong asset.
- Ability to work effectively with diverse stakeholders and cross-functional teams.

For more details on eligibility and how to apply, visit: <https://jobpostings.alberta.ca/job/Edmonton-%28Other-Locations-in-A-Manager%2C-Assessment-Complaints/593422817/>