

Employment Opportunity

Investigations Administrator

The Opportunity

At the Real Estate Council of Alberta (RECA), we're committed to delivering an exceptional customer experience in every interaction. We're seeking team members who share our values and are passionate about protecting, informing, and elevating Alberta's real estate, property management, condominium management, and mortgage brokerage industries. If you're driven by purpose and thrive in a fast-paced, team-oriented environment, this could be the opportunity for you.

We are currently hiring an Investigations Administrator for a full-time position in Calgary. In this role, you will provide general administrative support to the Investigations Unit, maintaining and supporting all functions related to RECA's electronic databases, and ensuring the timely and efficient entry of complaints and relevant information. You'll communicate with relevant parties, provide general information on process, and follow up on information requests. You'll also monitor office supplies, equipment, and track passwords to third-party websites.

This dynamic role requires a quick learner who can adapt to shifting priorities while upholding RECA's Service Excellence Principles and Organizational Values.

This position offers competitive compensation and a hybrid work environment with two days per week in the office. Employees are eligible for RECA's group health benefits through Canada Life and have access to our Employee Assistance Program (EAP), which provides confidential support for work, health, and life concerns. RECA encourages ongoing professional development through our learning management platform and regular social activities that foster connection and collaboration. You'll be part of a purpose-driven organization committed to service excellence and professional integrity.

Role & responsibilities

- timely and efficient entry of new complaints in RECA's investigative database (MMS); scan and electronically file all information received with a complaint
- prepare template opening letters and emails to send to complainants, subjects, and brokers; extract and attach complainant statements
- track incoming and outgoing communications related to investigative processes; monitor response periods and ensure compliance with Investigations Policies
- review and grant requests for extensions to provide requested information; notify manager of licensee's failure to respond
- respond to inquiries by complainants, subjects, and other participants; provide case updates and explain RECA's general process
- handle confidential correspondence, coordinate unit mail, phone calls, emails, and filing

- administer licensee alert status and stop codes in CRM; maintain and update investigative databases
- track record retention periods and destroy materials per guidelines; assist with file location and document reorganization
- manage passwords for third-party websites (CORES, Spin II, CITYOnline); ensure Certificates of Authorization are up to date
- manage department technology sign-outs and returns; offer Working Alone support to Investigators
- organize booking and communication with process servers; compile data from quarterly surveys into reports
- print letters for Registrar signature; update procedure guides/manuals; check for open files for Occupational Certificate requests perform other administrative duties as directed by the Investigations Manager

Skills & qualifications

- minimum of a high school diploma
- post-secondary administrative certificate or diploma preferred
- minimum 2 years' experience in an administrative role; experience in a regulatory environment or real estate industry is an asset
- excellent communication, judgment, and analytical skills
- computer literacy including proficiency in Microsoft Office 365; experience with databases and CRM systems
- sound knowledge and application of RECA's legislation, policies, procedures, ethics, and professional responsibility
- exceptional interpersonal and organizational skills; detailed-oriented with proven customer service skills
- remains calm under pressure and can deescalate interpersonal conflict with professionalism and tact
- approaches each customer interaction with courtesy and respect
- strong time management and prioritization skills
- willingness to learn new software, processes, and tasks
- resilience to change
- ability to work independently and collaboratively within a cohesive team

How to apply

If you think this is the job for you, please submit a cover letter and resume to Human Resources at hr@reca.ca by **October 13, 2025**. Please include "Investigations Administrator" in the subject line of your email. We thank all applicants for their interest. We will only contact those individuals we are considering for interviews. We may consider your application for other job openings at RECA.

About us

As the governing body for Alberta's residential real estate, commercial real estate, property management, condominium management, and mortgage brokerage licensees, the Real Estate Council of Alberta (RECA) is committed to the public interest by promoting the integrity of the industry and protecting consumers.

RECA's mandate is to protect consumers, provide services to facilitate the business of licensees. Our work helps protect against, investigate, detect and suppress fraud in the real estate sectors we regulate. As the

governing body, we are guided by our commitment to integrity, professionalism, mutual respect, transparency, collaboration and communication. Please visit reca.ca for more information.