

Employment Opportunity

Registration Specialist (12-Month Term)

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 a Registration Specialist for a temporary 12-month position. In this position, you'll work closely on a team of registration service professionals with respect to eligibility and licensing matters. Your responsibilities will include reviewing, administering, and processing eligibility applications, registration service requests, brokerage licensing applications, and related documentation. You'll play a key role in ensuring compliance and accuracy, while providing exceptional service and support to our licensees.

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

This temporary 12-month temporary position offers competitive compensation and a hybrid work environment with two days per week in the office. Contract employees are eligible for RECA's group health benefits through Canada Life. You'll also 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. We invite all employees to participate in 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

- act as a trusted point of contact to respond to enquiries and requests for service by phone, email and in-person
- advise applicants and licensees with respect to licensing, registration, brokerage applications, amendments and ceasing operations, with an emphasis on providing an exceptional service experience in each case
- refer requests and potential concerns beyond the scope of the role to the appropriate department
- input accurate information from licensees and brokerages into customer relationship management software

- provide consistent feedback to the Manager on registration service process improvements
- process eligibility applications (including labour mobility) and related supporting documents
- review, analyze and process all brokerage-related applications and supporting documents, including brokerage license applications and brokerage amendments
- ensure proper retention of documents according to RECA's Record Retention Policy
- perform other tasks as assigned by the Registration Services Manager or the Registrar

Skills & qualifications

- minimum of a high school diploma
- post-secondary education in a related field of study or post-secondary education relevant to the industry sectors regulated by RECA is preferred
- 2-3 years' experience in a professional or occupational regulatory agency in a licensing role preferred
- experience or knowledge of industries RECA regulates is an asset
- excellent written, verbal and interpersonal communication skills with a demonstrated customer focus required
- previous administrative experience, preferably in a regulatory setting or adjacent industry is required
- demonstrate integrity, accountability and professionalism in all interactions
- high attention to detail, stress tolerance and the ability to work effectively and prioritize work in a fast-paced, high-volume environment
- 2 years' experience working with data in a customer relationship management (CRM) system
- proficient in Office 365 and can work in a technology-oriented environment
- exercise discretion and maintain confidentiality of sensitive information and issues
- willingness to learn new software, processes and tasks
- demonstrate a willingness and resilience to change
- ability to work independently and collaboratively within a cohesive team
- strong problem-solving skills, tact and discretion when facing adverse situations, multiple priorities and competing interests
- remains calm under pressure and can deescalate calls with professionalism and tact
- approaches each customer interaction with empathy and respect

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 3, 2025**. Please include "Registration Specialist" 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.