
Position Description

Real Estate Authority

POSITION TITLE	Complaint Officer
GROUP	Regulatory Services
REA JOB LEVEL	13
LOCATION	Wellington
REPORTS TO	Enquiries and Jurisdiction Manager
LAST REVIEW DATE	July 2023

About REA

The Real Estate Authority (REA) is the independent government agency that regulates New Zealand licensed real estate professionals. We are a Crown entity established under the Real Estate Agents Act 2008.

Our purpose is to promote and protect the interests of consumers in respect of transactions that relate to real estate and to promote public confidence in the performance of real estate agency work. We aim to promote high standards of conduct in the real estate industry and help provide increased levels of protection for buyers and sellers of real estate.

As part of this role we:

- Oversee the regulatory framework for real estate professionals including licensing people and companies working in the real estate industry, and overseeing a continuing professional development programme for licensees
- We maintain Professional Conduct and Client Care Rules setting out the professional standards licensed real estate professionals must follow, and provide information and guidance to support them to meet their obligations
- Deal with complaints about the conduct of real estate agents
- Provide information for consumers about the real estate transaction process
- Maintain a public register of real estate agents which includes information about any upheld complaints.

Role Purpose

The role is responsible for assisting the delivery of REA's regulatory services, including responding to enquiries from and providing information to consumers, and the public, effective and efficient handling of actual and potential complaints regarding possible

breaches of the Act, regulations and rules as well as conducting activities related to regulatory risk management.

Delegations

This position has no delegations.

Relationships

The position is required to build and maintain the following relationships:

Internal (within REA)

- Chief Executive/Registrar
- Head of Regulatory Services
- Regulatory Services Leadership team
- Legal Team
- Engagement, Insights and Education
- REA staff
- REA Senior Leadership Team

External (outside REA)

- Consumers
- Licensees
- The general public

Key accountabilities

Handling general enquiries

- Responding to phone and email general and complaint enquiries to help consumers understand and participate in the REA complaints process, and to provide consumer information on real estate matters as appropriate.
- Provide excellent customer service by:
 - maintaining knowledge of relevant regulatory case law and REA guidance to ensure consistent and accurate responses; and
 - clarifying and understanding concerns and questions; and
 - using empathy and listening resolution skills when necessary; and
 - Referring enquiries to other organisations, where appropriate.

Handle enquiries and potential complaint

- Handling and triaging incoming enquiry, complaint enquiry, and complaint emails and letters in accordance with REA timelines, processes and procedures.
- Effective and timely response to and processing of assigned complaint enquiries.
- Understand and address matters raised in complaints and complaint enquiries in relation to REA's jurisdiction and the complaint process.
- Consider complaints and undertake effective complaint jurisdiction assessments, triage, categorisation and prioritisation of formal complaints received by REA in accordance with agreed timelines.
- Assist complainants to make a complaint and to understand the complaints process.

- Assess complaints to determine whether they meet the requirements of Regulation 4 (Complaints and Discipline Regulations) and support complainants to meet the requirements.
- Inform complainants about the REA process and potential outcomes.
- Maintain robust record keeping and file management to support ongoing investigation and complaint determination processes.
- Identify and prioritise regulatory and disciplinary issues ensuring escalation of serious complaints or issues in a timely way.
- Recommend appropriate action on complaints based on seriousness of conduct, extent of harm and other factors.
- Escalate risks or cases of concern for further assessment.
- Apply criteria to assess complaint and enquiry pathways.
- Maintain regulatory knowledge to ensure consistent and accurate decisions.
- Exercise sound judgment to escalate complaints to the Registrar (or delegate) where appropriate.
- Support effective referral to other REA teams for further consideration.
- Ensure clear, accurate and timely correspondence with parties in accordance with REA processes and timelines
- Record outcomes clearly and concisely and produce letters that are in plain English and well-reasoned.
- Ensuring complaint, enquiry and OIA information is accurately input and stored in REA's systems.
- Processing Official Information Act and Privacy Act requests in line with the REA Official Information and Proactive Release Policy and processes.

Supporting the complaints process

- Ensuring complaint file preparation and management meets agreed quality standards.
- Collating bundles of evidence for complaints as required.
- Send, and collate responses to, complaint surveys as required.
- Contribute to REA understanding of complaint themes and issues, and opportunities for harm prevention activities.

Qualifications, skills, knowledge and experience

You must have the following qualifications, skills, and experience:

- At least 2 years, relevant customer service or compliance work experience, including the ability to develop rapport with callers to ensure they feel heard and understood
- Be well organised, have a high degree of initiative, and excellent interpersonal, analytical and communication skills.

The following are desirable:

- A university qualification or equivalent training and/or experience
- An understanding of legal/regulatory/compliance functions and environments
- Knowledge of the Real Estate Agents Act and its related regulations and codes or a demonstrated ability to gain such knowledge quickly.

Key competencies

- Ability to work with limited supervision, to make decisions and work on own initiative
- Effective communication skills in order to deal tactfully and sensitively with people at all levels
- Champions REA values
- Excellent listening skills
- Strong organisation and interpersonal skills
- Ability to establish and maintain good working relationships with a wide range of people
- Ability to work as part of a team and motivate others
- Ability to operate within tight dealings and manage competing priorities
- High standards of integrity and confidentiality and ability to remain calm under pressure, and to be flexible with shifting priorities

Client focus

- Provides responsive, respectful and knowledgeable service to internal and external clients
- Puts the client (internal and external) perspective at the forefront of decision making & works to create client- focused service and solutions
- Proactively and constructively deals with client problems
- Is aware of differing approaches relevant to engaging with and meeting the needs of clients

Communication

- Excellent written and oral communication skills with demonstrated ability to present complex information in a clear and accurate written and verbal format
- Organises information in a logical sequence
- Includes content appropriate for the purpose and the audience

Results orientation

- Establishes a plan of action to achieve expected results
- Employs a systematic approach to completing tasks
- Establishes and reviews priorities
- Takes timely corrective action
- Pursues high quality results
- Produces high quality reports

Integrity

- Maintains high personal standards of professional excellence
- Accepts full responsibility for own actions

Self-management

- Manages own workload, behaviour and emotions appropriately
- Remains calm and in control under pressure
- Seeks to continually develop self by acting on feedback and taking opportunities to learn.

Collaboration and team building

- Works closely with others to bring together resources for achievement of common objectives
- Promotes cooperation within and across teams through the sharing of resources and information. Seeks and values the contributions of others
- Reflects on how own working style impacts on others
- Sees things from others point of view and confirms understanding
- Works in a harmonious and collegial manner with colleagues and other staff

Problem solving and analysis

- Systematically analyses situations by developing frameworks that reveal the essential features and issues
- Uses analytical techniques to distinguish the important from the trivial
- Looks beyond the obvious and does not stop at the first answers
- Is objective and open-minded
- Uses academic training effectively, and freely shares disciplinary insights and analytic techniques with others

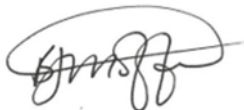
Oriented toward practical solutions

- Produces timely, well presented and accurate work on issues in a format appropriate for the intended audience

Judgement

- Recognises the need to consult before making a decision
- Understands the risks that may result from a decision
- Judgements take REA resources, constraints and values into consideration

Approved:



Belinda Moffat
Chief Executive /Registrar

Dated: 27 July 2023