

The Estate Agents Authority is a statutory organization set up under the Estate Agents Ordinance to regulate estate agents and salespersons, and to enhance the standard of service of the trade. Applications are invited for the following position:

**Assistant Manager (Complaints)**  
**(Ref No.: EAA-2024/03)**

**Key Responsibilities**

Reporting to Manager (Complaints), the incumbent is responsible for the following:

- supervise and coach a team of staff in
  - conducting investigation of suspected non-compliances, including fact-finding, conducting interviews and statement-taking
  - answering telephone and face-to-face enquiries from both the public and the estate agency trade
  - carrying out compliance inspections / checks / site visits / law enforcement activities under the Estate Agents Ordinance and the Anti-Money Laundering and Counter-Terrorist Financing Ordinance
  - collecting information / intelligence / evidence
- handle complicated cases and enquiries independently
- draft and vet correspondence and investigation reports
- conduct training and seminars for new / junior staff and licensees
- perform such other duties as may from time to time be assigned
- may rotate between the Complaints Section and the Enforcement Section depending on operational needs and for career development purpose

**Requirements**

- A recognized university degree
- At least 5 years' relevant work experience, or at least 3 years' solid experience in prosecution/ litigation/ conveyancing/ complaint investigation/ law enforcement/ regulatory work
- A qualified solicitor or barrister with at least one year post-qualification experience may be exempted from the above requirements
- Management/ Supervisory experience is preferred
- Good understanding of the real estate market operations and property transactions
- Strong leadership, analytical, problem-solving and communication skills
- Mature, good interpersonal skills, self-motivated and be able to work independently and under pressure
- Good command of both written and spoken English and Chinese (*preferably attained Level 4 or above in HKDSEE, or Grade "C" or above in English Language (Syllabus B) and Chinese Language in HKCEE, or equivalent*)
- Good report writing and drafting skills
- Outdoor duties at irregular hours and on weekends, Sundays and public holidays may be required
- A valid driver's licence will be an added advantage

Candidates with less experience will be considered for the post of Investigation Officer.

**Terms of Appointment**

Competitive remuneration package commensurate with the selected candidate's qualifications and experience will be offered. The appointee will initially be offered a 3-year contract, subject to renewal upon satisfactory performance and the service needs of the Authority.

## **Application Procedure**

Applications with full resume indicating your current and expected salaries and your public examination results should be sent to: Human Resources Section, Estate Agents Authority, 7/F, E-Trade Plaza, 24 Lee Chung Street, Chaiwan, Hong Kong or via email at [hr@eaa.org.hk](mailto:hr@eaa.org.hk) not later than **17 April 2024**. Candidates who have already responded to our previous advertisement of the same post within the past 6 months need not re-apply. Please mark “Private and Confidential” on the envelope and quote the post applied for and its reference number on the envelope.

*Candidates who are not invited to attend an interview within 6 weeks from the closing date may assume their applications unsuccessful. Applicants may be considered for other suitable positions within the Authority. All applications will be treated in strict confidence. Personal data provided in the applications will only be used for recruitment-related purposes. All information on non-shortlisted applicants will be destroyed after 6 months.*

**WE ARE AN EQUAL  
OPPORTUNITIES EMPLOYER**

