

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 positions:

## **Investigation Officer**

(Ref No.: EAA-2024/21)

### **Key Responsibilities**

The incumbent will be posted to the Complaints Section or the Enforcement Section to handle the following:

- conduct investigation of suspected non-compliances, including fact-finding, conducting interviews and statement-taking
- answer telephone and face-to-face enquiries from both the public and the estate agency trade
- carry out compliance inspections / checks / site visits / law enforcement activities under the Estate Agents Ordinance and the Anti-Money Laundering and Counter-Terrorist Financing Ordinance
- collect information / intelligence / evidence
- draft correspondence and write up investigation reports based on evidence
- 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 (candidates with at least 5 years solid and relevant experience may be exempted from this requirement)
- At least 2 years relevant experience, preferably in regulatory work / law enforcement / complaint investigation / conveyancing / litigation / AML/CTF compliance / handling enquiries / complaints from members of the public
- Good analytical and communication skills and be able to handle cases independently
- 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 drafting and report writing skills
- A team player with a mature personality and good interpersonal skills
- Outdoor duties at irregular hours and on weekends, Sundays and public holidays may be required
- Knowledge in property transactions and/or a valid driver’s licence will be an added advantage

Candidates with less experience will be considered for the post of Temporary Officer for 1-year fixed term contract

### **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 via email at [hr@eaa.org.hk](mailto:hr@eaa.org.hk) not later than **18 December 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. Applications 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**

