



Title: Compliance Officer

ID: 10039

Department: Member Practice

Reporting To: Supervisor, Training & Compliance

Pay Grade: 7

Created Date: February 1, 2019

Range Min: \$53,528

Range Max: \$74,750

Position Summary

Reporting to the Supervisor Training & Compliance, the Compliance and Quality Assurance Advisor is responsible for managing and administering the administrative justice process including hearings and arbitration. This individual also responds to complaints, conducts summary offence investigations under the CREA REALTOR® Code, and CREB® Rules, and issues penalties against members in violations of said Rules. In addition, they are responsible for ensuring the quality and integrity of the information in the MLS® System and providing guidance, and support to members with respect to matters of real estate practice and compliance. As a Compliance Officer you will work collaboratively together with members of your team to ensure a high standard of competence and professionalism among members.

Responsibilities

Member Support and compliance enforcement:

- Practice guidance
- CREB® Rules interpretation and enforcement
- REALTOR(r) code interpretation and enforcement
- Summary offence investigations, evidence gathering, and enforcement
- Contract and form support and guidance
- Trademark support and enforcement
- Advertising guideline support
- Dispute process support and administration
- CREB(r) practice policy maintenance and interpretation

Rules, Policy & Procedure Maintenance:

- Ensuring all CREB(r) practice and compliance resources are current & available to members
- Assisting in the writing of rules, policies/procedures
- Maintaining all manuals/documents and files regarding rules, policies/procedures

Complaints management:

- Member to Member complaints administration

Support the Builder REALTOR® Program

Administration of the Administrative Justice Process:

- Mediation, Arbitration, Hearings, Investigations and Appeals
- Scheduling

- Recording
- Administration
- File Management
- Preparation and Service of documents
- Support as requested by the Panel chair

Inquiry committee interview and onboarding
Quality Control and database integrity

- MLS® System audit
- Listing input audit
- Photo and supplement audit
- Reported infraction review and follow up
- CREB® supported data review and input as required
- Maintenance of general MLS® System quality assurance and database integrity
- Document Audit

General Administration:

- Budget and business planning support
- File management & organization
- Budget and expense reconciliation/tracking, invoicing and submission
- Report/document preparation
- Timely response to practice and compliance correspondence
- Departmental report completion for submission to Leader
- Other such duties as assigned by the Leader

Education Requirements

Degree / Diploma	Program of Study	Designation Required	And / Or
	Law		And / Or
	Justice		And / Or
	Real Estate		

Experience Requirements

Years of Experience	Type of Experience
3-5	Real Estate

Other Certification &/or Licensures

Arbitration/ Mediation certification and Legal Assistant or Paralegal certification would be an asse

Additional Qualifications

Core Competencies

Our Core Value Competencies

0%

We Value Integrity

By acting with honour, honesty, care and compassion - we strive to always "do the right thing". We show respect for: members, the organization, our team and colleagues.

We Value Transparency

We recognize that everyone brings value and expertise - by sharing our time and knowledge, we all contribute to CREB®'s success. We enjoy working together and supporting each other.

We Value Commitment

We strive to give our best effort to deliver results for members and the CREB® team. As CREB® employees, we "have each others back".

We Value Collaboration

Information sharing happens across the organization - the rationale behind decisions is shared and feedback is encouraged. Direction and expectations are made clear - we know where CREB® is going and what part we play.

We Value Our Members

As CREB® employees we personally demonstrate that members are a high priority. We identify members needs and expectations and respond to them in a timely and effective manner.

Skills and Abilities

Skills and Abilities - Additional Information

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.