

Position	Professional Standards Advisor
As At	May 2018
Reports to	Manager, Professional Standards
Job Level	Professional Level 3

The Professional Standards Advisor will report to the Manager, Professional Standards and work in close collaboration with the Council's other Professional Standards Advisor to inform both licensees and members of the public about the standards for real estate practices required under the *Real Estate Services Act*, Regulation, the Council Rules and the General Bylaws. The role of the Professional Standards Advisor is to assist licensees to practice in a professional manner consistent with the requirements of the legislation, and to assist consumers in understanding licensees' legislated obligations and real estate standards of practice.

In addition to direct communications with licensees and consumers, the Professional Standards Advisor collaborates on the development, implementation and evaluation of proactive educational initiatives for licensees and consumers.

The position requires a thorough knowledge of the *Real Estate Services Act*, the Real Estate Services Regulation, the Superintendent's Rules and the Bylaws. Knowledge of related legislation, such as the *Strata Property Act* and the *Residential Tenancy Act*, is an asset.

Duties and Responsibilities

- Provide confidential practice advice by telephone, electronically or in-person to real estate licensees.
- Answer enquires, by telephone, electronically, or in-person from members of the public, providing accurate, complete and timely information and alternative sources of assistance and information as required.
- Monitor industry trends and maintain awareness of emerging practice concerns and consumer concerns.
- Monitor and review real estate practice standards, guidelines and policies and assist with the development of proposed new or amended standards, guidelines or policies, in collaboration with other members of staff.
- Contribute to Report from Council newsletter, as requested.
- Develop, implement, and evaluate informational and educational initiatives for licensees and consumers, in collaboration with Communications and Education & Licensing staff.
- Promote the Council as a valuable and approachable source of information about real estate practice for licensees and consumers.
- Enhance awareness of the Council and the understanding of the Council's role through presentations to licensees, industry and consumer groups on real estate practice and regulatory issues.
- Perform other duties as assigned by the Manager, Professional Standards or the Director, Legal Services.

Skills and Qualifications

Experience: Demonstrated practical experience and understanding of the professional standards of practice for real estate licensees in British Columbia gained through 5 or more years of licensing under the *Real Estate Services Act*, or equivalent experience delivering regulatory or professional standards advice.

Education: Post-secondary education in business, management, or administration.
Demonstrated ability to interpret legislation, practice guidelines, policy statements.

Interpersonal Skills: A self-confident individual who is comfortable dealing with people from diverse backgrounds. Will be engaging, approachable, diplomatic, open and transparent and will thrive on a high level of interaction with others. Excellent conflict resolution skills.

Communication Skills: Excellent verbal and written communication skills. Able to communicate effectively in a wide range of arenas and adept at giving presentations. Active listening skills. Public speaking experience. Fluency in a second language in addition to English is an asset.

Organizational Skills: Strong time management skills and the ability to manage multiple deadlines. Possesses a high attention to detail and has a commitment to providing quality service.

Analytical Skills: Possesses excellent judgement and analytical skills. Can analyze complex situations, determine appropriate courses of action, evaluate risk and make decisions. An ability to analyze and synthesize information quickly.

Personal Characteristics: High integrity. Fair, honest and straightforward. Strong moral compass. Calm under pressure. Understands the regulatory role of the Council and is committed to the mission of protecting the public interest.

Please email a cover letter and resume to careers@recbc.ca, clearly describing why you are a good fit for this position and how your knowledge and experience will contribute to the Council's success.