

POSITION DESCRIPTION

COMPLAINTS OFFICER

ABOUT US | MŌ MĀTOU

Engineering is a big deal for Aotearoa. . It's behind almost everything we do and plays a vital role in the livelihood of many New Zealanders – from our homes and how we travel and communicate, to the water we drink and the food we eat. Engineers are awesome, and we want everyone to know.

We're Engineering New Zealand Te Ao Rangahau – a non-profit membership organisation that's driven to help our engineers be the best so they can engineer better lives for New Zealanders.

As a membership organisation and the Registration Authority for chartered professional engineers, we represent around 24,000 members from graduates through to experts in their field. As well as supporting and promoting the work of our members, we are leading exciting programmes that are making a difference to Aotearoa.

We're the voice of engineering. We aren't afraid to ask the hard questions, seek expert advice, explore possibilities, and partner with all sectors of society to drive this mission home. We give our members a platform to share their views and impact real change.

ABOUT THE ROLE | KŌRERO MŌ TE TŪRANGA

The Complaints Officer is part of the Legal Team, reporting to the Legal Team Leader, and assists the team in delivering Engineering New Zealand's complaints resolution services.

The Complaints Officer will assist with the timely and effective delivery of complaints and disciplinary processes from the receipt of the complaint through to the end of the initial investigation/early resolution process.

KEY ACCOUNTABILITIES | TAKOHANGA TUHINGA O MUA

Complaints and disciplinary processes

- Respond in a timely and professional manner to enquiries and requests for information about the complaints and disciplinary process.
- Manage complaints received in a timely and professional manner.

- Effectively work with complainants and respondents to encourage the early resolution of complaints.
- Effectively triage complaints and inform on jurisdiction.
- Gather information, analyse evidence, and make recommendations for complaints resolution.
- Provide the chairperson of investigating committees with recommendations on complaints.
- Prepare bundles of evidence.
- Contribute to developing and updating templates and documentation, including the Chairs Handbook.
- Maintain effective and clear documentation relating to complaints and update the complaints worklog.
- Identify and escalate high risk complaints, where appropriate.
- Contribute to board reports, the annual report and CPEC reports where required.
- Act in accordance with our obligations under the Privacy Act 2020.
- Assist with enquiries duties, answering phone calls and managing concerns inbox on rostered week.

Relationship management

- Proactively establish and maintain effective relationships with engineering employers and professionals to develop an understanding of the profession, to assist with enquiries about complaints and discipline, the registration process, the Code of Ethical Conduct, and other emerging issues.
- Establish and maintain effective relationships with chairpersons of investigating committees to assist in the resolution of complaints.
- Engage effectively with internal and external stakeholders to deliver multi-disciplinary projects in accordance with Engineering New Zealand's strategy and priority programmes.

Other

- Work collaboratively with colleagues across all of the Engineering New Zealand teams.
- Embody the Engineering New Zealand values of integrity, service, mahi tahi, and bravery.
- Ensure you adhere to the relevant Engineering New Zealand health and safety policies and procedures.
- Ensure your own wellness, health and safety within the workplace, as well as that of colleagues.
- Participate in other tasks, projects and activities as required.

SKILLS AND EXPERIENCE REQUIRED | NGĀ PUKENGA ME NGĀ WHEAKO E HIAHIATIA ANA

- Strong communication skills, ability to build rapport with engineers and respondents and customer service and/or complaints experience.
- Ability to review large amounts of information, and identify and clearly summarise the key points in a logical manner.
- An interest in professional regulation and complaints resolution.
- Ability to learn quickly.
- Professional regulatory experience, or in experience working in regulation would be a distinct advantage but is not essential.
- Legal experience, or an interest in New Zealand law, would be an advantage, but is not essential.

REQUIREMENTS OF THE ROLE | NGĀ HERENGA

General skills/experience

- A high level of organisational and administrative skills with accuracy and attention to detail.
- Ability to make sound decisions based on the information reviewed and own prior experience.
- A strong customer service focus with an ability to work with a wide range of people.
- Excellent oral communication skills including a good phone manner and the ability to have credible conversations with people face to face in a group situation.
- Strong active listening skills that enable a thorough understanding of the concerns and needs of others.
- Strong problem-solving skills, including ability to identify underlying interests of complainants, respondents, and members of the public and how their interest may be best achieved.
- Ability to de-escalate conflict that may arise during interactions with complainants, respondents and members of the public Strong plain English writing skills and editing ability.
- A high level of initiative and energy to get the job done.
- Ability to work across teams and the wider organisation in a dynamic and agile environment.
- An ability to cope under pressure and manage own time in the face of competing priorities.
- An ability to work unsupervised.
- A team player who helps others achieve their goals and shares information.

Personality/attitude

- Team player and natural collaborator.
- Patient and empathic.
- Resilient and able to work under pressure.
- Flexible and willing to pitch in with other team tasks.
- Can-do attitude and good sense of humour.
- Self-starter.
- Pays attention to detail.