



## Position Description

### Enquiry Officer, Competition and Consumer

#### Reports to:

Enquiries Team Leader

#### Direct Reports

Nil

#### Purpose of Role

Provide a point of contact for external enquiries, and support the Commission's approach to screening and compliance.

#### Commission Vision

Our vision is that New Zealanders are better off because markets work well and consumers and businesses are confident market participants.

#### Commission Values

The Commerce Commission is committed to acting with **integrity** and being fair, honest and impartial. We set high standards of **excellence** and exercise **good judgement** by understanding the environment we operate in and the impact of our actions. We are **accountable** to the people of New Zealand for our work and spending. We **respect** each other and value peoples' diversity and opinions.

### Key Result Areas (KRAs)

- Receiving, processing and responding to general enquiries
- Undertaking screening assessments and make recommendations
- Monitoring and reporting
- Team development

### Competencies (Behaviours)

• Applying expertise and knowledge	• Persuading and influencing
• Planning, organising and delivering (results)	• Working with people
• Analysing and researching	• Learning and developing
• Writing and reporting	• Mentoring and leading
• Presenting and communicating (verbally)	• Formulating strategies and concepts

## Key Result Areas

### 1: Receiving, processing and responding to general enquiries

- Establish nature of enquiry
- Gather and record necessary information
- Provide high quality, succinct and accurate responses
- Refer enquiries to other agencies as appropriate
- Identify themes and areas of concern and record and report this information
- Follow call taking processes and suggest improvements where necessary

#### *Outcomes:*

- Assistance provided by the Enquiry Officer is valued and helpful
- Relevant information is gathered and provided to internal and external parties

### 2: Undertaking screening assessments and make recommendations

- Correspond with complainants during the screening process
- Gather and analyse information, and seek input from other staff where appropriate
- Provide high quality, succinct and accurate assessments and make appropriate recommendations
- Seek feedback from Team Leader on assessments and next steps
- With guidance identify likely breaches of law, applying Commission enforcement criteria
- Ensure internal and external stakeholders are informed and up-to-date
- Follow screening processes and suggest improvements where necessary
- Note feedback from screening managers and apply to future screening work

#### *Outcomes:*

- Information gathered is relevant and well documented
- Screening assessments are well thought out and recommendations are clear and concise
- Screening decisions are timely and relevant parties are informed

### 3: Monitoring and Reporting

- Keep up to date with Commission priorities and work programme
- Maintain awareness of other agencies work
- Gather and record all information
- Share information with stakeholders, as agreed with the Team Leader
- Provide written and verbal reports as requested
- Monitor open files
- Maintain and store accurate and up to date records

#### *Outcome:*

- The Enquiry Officer is valued for the quality of information gathered and shared

### 4: Team Development

- Provide support, peer review and knowledge sharing to the team
- Maintain own knowledge in accountability areas to build expertise
- Regularly update the team about issues and approaches that have added value
- Support team members

#### *Outcomes:*

- The valuable contribution to the development of the Enquiry team
- Self-development

Note: These responsibilities are not exhaustive. From time to time it may be necessary to change the position requirements in response to the changing nature of our work environment, including technological requirements or statutory changes. Such change may be initiated as necessary by your manager or general manager and will be discussed with you.

## Person Specification

### Qualification

Undergraduate degree in an analytical discipline (or equivalent experience)

Ability	Level
Demonstrated conceptual thinking and problem solving ability	Basic
Demonstrated numerical ability	Basic
Demonstrated research and analytical ability	Basic
Demonstrated verbal and written ability	Basic
Demonstrated ability to understand and apply legislation	Basic

Experience	Level
Demonstrated experience working in a project management framework or project team	Basic
Demonstrated experience managing internal and external relationships	Basic
Demonstrated experience working in a compliance environment	Basic
Demonstrated experience completing screening assessments	Basic
Demonstrated contact centre or customer service experience	Basic
Demonstrated experience working with complex issues and de-escalating conflict	Basic
Demonstrated experience coaching and mentoring	Basic

Knowledge	Level
Knowledge of investigation techniques and their practical application	Basic
Knowledge of relevant legislation/legal frameworks enforced by the Commission	Basic
Knowledge of Commission internal and external guidelines, decision making processes and policies	Basic
Knowledge of Commission enforcement criteria and practical application	Basic
Knowledge of the Commissions role and function	Basic

### Definitions

#### Basic

The job requires adeptness in a skill and experience in a variety of tasks. The skill may be related to specific activities that take time to acquire, extending beyond short term. (Typically 1-2 years related experience.)

#### Sound

The job requires highly relevant experience in a specific area of work, often involving specialised training in order to achieve competence. This is not short-term experience, but significant, longer-term experience, predominantly focused on acquiring specialist knowledge. (Typically 2-3 years related experience.)

#### Expert

The job requires experience of a broad nature, above that of a skilled person. Normally involves an awareness of work activities beyond the immediate job situation and the impact of the job on these activities. (Typically 3-5 years related experience.)

#### Strategic

The job requires highly relevant knowledge and experience, an understanding of immediate issues and long term effects of actions. This is a subject matter expert who can be focused on an organisation's goals as well as the specific short term issues. (Typically 5-10 years related experience.)