



ENERGY & WATER
OMBUDSMAN SA

POSITION DESCRIPTION

Position title:	Dispute Resolution Officer
Location:	Adelaide
Reporting to:	Manager Resolutions
Employment type:	Full Time

Position

The Dispute Resolution Officer reports to the Manager Resolutions and is responsible for the receipt and resolution of enquiries and complaints from customers of energy and water providers.

The role is part of a professional team that is committed to delivering best-practice alternative dispute resolution from receipt of a complaint through to managing and resolving complex investigations in a changing regulatory landscape.

The Dispute Resolution Officer will initially be responsible for the Intake role. Following training and having gained the required competence the Dispute Resolution Officer is expected perform a Conciliator role and eventually an Investigator role in accordance with business requirements as determined from time to time.

All Scheme workers are bound by strict confidentiality and conflict of interest disclosure requirements as set out in the Company's Code of Conduct.

Duties and responsibilities

Intake role

- Deal with customer enquiries and complaints about electricity, gas and water issues in an independent manner.
- Determine the best course of action to resolve the complaint or assist with the enquiry.
- Record full details of the customer contact and all actions taken real-time into the case management system and maintain quality case notes.
- Apply standard template emails and letters to Members and customers accurately and in a professional manner.
- Undertake induction and training for conciliations in accordance with the Company's Career Roadmap and Assessment of Competencies.
- Proactively manage cases and ensure timely follow-up of matters.

Conciliator role

- Having gained competence in the Intake role, manage upgraded cases through conciliation but before investigation.
- Facilitate the resolution of complaints in accordance with Company policies and guidelines and in accordance with regulatory requirements, best practise and fair and reasonable principles.
- Undertake induction and training for investigations in accordance with the Company's Career Roadmap and Assessment of Competencies.
- Prepare high quality letters on outcomes to customers, providers, and other bodies as required for each case for the Ombudsman's consideration.
- Develop and use further correspondence to complement existing standard letters in the complaint management system.
- Act as a mentor and provide expert guidance to those in Intake roles as required.

Investigator Role

- Having gained competence at the Intake and Conciliation roles, undertake investigations in accordance with the Scheme's policies and guidelines at and under the direction of the Ombudsman and the Manager Resolutions.
- Recommend the use of independent professionals to the Ombudsman to assist in the determination of cases where required.
- Liaise with the Ombudsman and the Senior Dispute Resolution Officer on complex cases.
- Act as a mentor and provide expert guidance to other team members as required.

In addition to normal duties, the Dispute Resolution Officer may be required to undertake other duties as assigned by the Manager Resolutions or the Ombudsman, and must:

- take reasonable care of their own health and safety while at work and that of others who may be affected by their actions or omissions
- comply with any reasonable instruction given by the Person Conducting a Business or Undertaking ("PCBU") to allow the PCBU to comply with Work Health and Safety laws
- comply with all Company policies, procedures and guidelines.

Performance Evaluation

1. Key Performance Indicators
2. Customer and Member satisfaction
3. Team Rules adherence
4. Accuracy and Quality Audits.

PERSON SPECIFICATION

Skills and experience

Essential

- excellent customer service skills
- highly developed analytical and lateral thinking problem solving skills
- excellent written and verbal communication skills
- understanding the concept of independence and impartiality and ability to deal with customers and Members accordingly
- understanding the concept of alternative dispute resolution
- strong ability to deal with multiple cases and high volumes of work efficiently and effectively
- computer literacy with a high level of keyboard skills
- ability to work under pressure at times of high demand
- ability to prioritise work according to different (and often conflicting) demands
- ability to establish a rapport with customers and have a genuine desire and ability to assist in resolving customers' disputes with Members
- demonstrated abilities in investigation, negotiation and dispute resolution
- excellent time management and administration skills
- ability to work as part of a small professional team in a way that supports and promotes the Company's cultural values and supports the achievement of organisational objectives
- willingness to undertake a variety of tasks and projects as required
- strong interpersonal skills, particularly listening skills
- ability to demonstrate resilience and maturity
- proactive, committed and positive attitude.

Preferred

- tertiary qualifications in a relevant discipline
- understanding of energy and/or water service delivery
- business management/administration training
- alternate dispute resolution experience
- legal or para-legal training