

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 high-volume 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.
- Process and record customer and Member interactions into the case management system in real-time with accuracy and efficiency.
- Apply standard template emails and letters to Members and customers accurately and in a professional manner.
- Prepare high quality non-standard correspondence to customers, Members and other stakeholders.
- Undertake induction and training for the conciliator role.

Conciliator role

- Having gained competence in the Intake role, manage escalated unresolved complaints through the Early Resolution case stage.
- Facilitate the resolution of complaints in accordance with Company policies and guidelines.
- Prepare high quality letters on outcomes to customers, providers, and other bodies as required for each case for the Ombudsman's consideration.
- Prepare high quality non-standard correspondence to customers, Members and other stakeholders.
- Act as a mentor and provide expert guidance to those in Intake roles as required.
- Undertake induction and training for investigations.

Investigator Role

- Having gained competence at the Intake and Conciliation roles, manage investigations to determine evidence-based fair and reasonable outcomes in accordance with Company policies and guidelines.
- Recommend the use of independent professionals to the Ombudsman to assist in the determination of cases where required.
- Liaise with the Ombudsman and senior staff on complex cases.

- Prepare high quality letters on outcomes to customers, providers, and other bodies as required for each case for the Ombudsman's consideration.
- Prepare high quality non-standard correspondence to customers, Members and other stakeholders.
- 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 Values adherence
4. Accuracy and Quality Audits.

PERSON SPECIFICATION

Skills and experience

Essential

- excellent customer service skills
- strong ability to deal with multiple cases and high volumes of work efficiently and effectively
- 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
- 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
- competence with Microsoft products