



Complaints Resolution Officer

- Full time position
- City Location
- Small professional team

The Energy Industry Ombudsman (SA) is an independent body whose mission is to receive, investigate and facilitate the resolution of complaints and disputes between consumers of electricity and gas services and members of the scheme. In addition, the water industry is joining the Scheme during 2012.

We are seeking a professional individual for the position of Complaints Resolution Officer.

The Complaints Resolution Officer will possess strong interpersonal and written communication skills together with a sound understanding of dispute resolution principles. You must be familiar with dispute resolution practices and understand the importance of acting in an independent manner. Experienced in successful negotiations and able to provide a high standard of customer service, you will provide a free, independent, accessible, fair and informal service to consumers.

Key Responsibilities include, but are not limited to:

- Dealing with enquiries and complaints predominately by telephone, in a fair and impartial manner
- Undertaking detailed case investigations
- Determining the best course of action to resolve matters in consultation with the customer
- Contacting key stakeholders to facilitate mutually agreeable dispute resolution
- Compiling and recording detailed documentation of each customer contact in the complaints management system
- Writing responses and reports to complainants, scheme members and other interested parties

Required skills

- Customer Service and negotiation skills
- Excellent written and verbal communication skills
- Excellent time management and administration skills
- Intermediate to advanced MS Suite skills
- Sound understanding of dispute resolution principles
- Ability to work as a part of a small professional team
- Relevant tertiary qualifications desired but not essential
- Experience within the water industry is highly desired

For further information please call Pia Beach on (08) 8216 1826. For information on the Company and for Job/Person Specification please visit www.eiosa.com.au



POSITION DESCRIPTION

Position title: Investigation Officer
Location: Adelaide
Reporting to: Ombudsman

Position responsibilities

The Investigation Officer reports to the Ombudsman and works as part of a professional team responsible for the receipt, investigation and resolution of complaints from customers about gas and electricity companies in an independent manner. The Investigation Officer deals with a broad range of issues which are received and progressed over the telephone, in person and in writing. Staff within the Ombudsman's office are bound by strict confidentiality and conflict of interest requirements.

Duties and responsibilities

- Deal with customer inquiries and complaints predominately by telephone, concerning any electricity and gas problems with their suppliers (being our Members) in an independent manner;
- In conjunction with the customer, determine the best course of action to resolve the matter. Enquiries will mostly involve helping the customer contact the area of the Member with the necessary authority to deal with the problem;
- Prepare comprehensive and quality letters to customers, scheme members, and other bodies as required for each inquiry or complaint. Develop and use other correspondence to complement existing standard letters in the complaints management system;
- Undertake investigations at and under the direction of the Ombudsman and prepare complex letters for the Ombudsman's signature;
- Input full details of the customer contact, and subsequent actions, on files directly into the inquiries and complaints managing system;
- Proactively manage cases and ensure timely follow-up of matters;
- Provide advice and feedback on complex cases where necessary;
- Attend consumer and member meetings as required;
- Participate in community promotional activities for the Scheme as required;
- Liaise with Members to explain the workings of the Scheme and to assist them in developing more effective customer relations;
- Monitor work environment for hazards and conform to reasonable instructions regarding health and safety.
- Comply with all company Policies and guidelines.



Energy Industry
Ombudsman SA

POSITION DESCRIPTION continued

Position title: Investigation Officer
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PERSON SPECIFICATION

Skills and experience

Essential

- Ability to work according to and understand the concept of independence;
- Understanding the concept of alternative dispute resolution;
- Ability to work under pressure at times of high demand for services
- Excellent written and verbal communication skills;
- 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 customer's disputes with Scheme Members;
- Computer literacy with a high level of keyboard skills;
- Demonstrated abilities in investigation, negotiation and dispute resolution;
- Excellent time management and administration skills;
- Highly developed analytical and lateral thinking problem solving 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.

Preferred

- Tertiary qualifications in a relevant discipline;
- Business management/administration training;
- Alternate dispute resolution experience;
- Legal or para-legal training.

Performance Evaluation

- Customer Survey results.
- Case load managed.
- Age of cases managed.
- Time recorded on system.