

## **Position Description**

<b>Position:</b>	Enquiry Officer
<b>Functional Area:</b>	Dispute Resolution
<b>Reporting to:</b>	Early Resolution Team Leader
<b>Direct Reports:</b>	None
<b>Classification:</b>	Grade 1
<b>TIO Values:</b>	<ul style="list-style-type: none"> <li>• delivering the mission statement</li> <li>• striving for excellence</li> <li>• takes personal responsibility</li> <li>• cultivating a supportive and collaborative workplace</li> </ul>

### **Organisation Overview:**

The Telecommunications Industry Ombudsman Ltd (TIO) was established in 1993. The TIO is a company limited by guarantee and is independent of government and telecommunications carriers and service providers. Under the Telecommunications (Consumer Protection and Service Standards) Act 1999, all eligible carriage service providers, including Internet Service Providers (ISPs), are required to be members of the TIO.

The vision of the TIO is to deliver an exceptional telecommunications dispute resolution service for consumers, service providers and the Australian community. The work of the TIO will contribute to better customer service and complaint handling within the telecommunications industry.

The TIO has four roles: resolving disputes; improving the telecommunications industry; being an independent voice; and leading by example. In all its functions, the TIO is committed to the principles of accessibility, independence, fairness, accountability, efficiency and effectiveness as set out in the Benchmarks for Industry-Based Customer Dispute Resolution Schemes.

### **Team Overview:**

The Dispute Resolution Division comprises of staff who work with consumers and service providers to resolve disputes in a professional, effective and efficient way, having regard for the law, good industry practice, TIO's jurisdiction, policies and procedures.

Officers working within Dispute Resolution perform many and varied roles including that of taking complaints and enquiries from the public, dealing with industry members, resolving disputes through conciliation and investigation and other Alternative Dispute Resolution (ADR) methodologies.

### **Position Purpose:**

The TIO receives complaints via its free call telephone and fax numbers, online, in writing and more rarely in person. A vast majority of the complaints are received over the telephone. Enquiry Officers (EOs) are generally a complainant's first point of contact at the TIO. EOs handle enquiries, which include matters that are outside jurisdiction, and complaints that are referred to the service provider. EOs take calls and review online responses from consumers with unresolved complaints and refer these matters to Dispute Resolution Officers for further action.

As the first point of contact it is an EO's role to provide information to complainants about the TIO's dispute resolution process, the role of the TIO within a co-regulatory environment and industry practices. Where complainants are unable to articulate their complaint or provide information by reason of disability or language, an EO will take appropriate action, such as using the Interpreter Service, to ensure that the complainant is not denied access to the TIO complaint handling process.

It is an EO's responsibility to ensure complainants have a realistic expectation of timeframes for resolution and possible outcomes. EOs must be confident that the advice they provide and the decisions they make are in accordance with principles of fairness and reasonableness, industry practice and relevant legislation.

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Prior to handing over an unresolved complaint to a Dispute Resolution Officer, an EO will check that the case is ready for further assessment and that it contains all relevant information, such as third party authorities.

In order to provide appropriate information to consumers, EOs are required to refer to, use and contribute to the TIO's knowledge base and keep themselves aware of developments within the telecommunications industry, legislative changes and industry codes.

### **Key Responsibilities:**

#### **Complaint Management**

- analyse a complaint to determine whether it is within the jurisdiction of the TIO, and provide appropriate referrals where it is not,
- where a complaint is within jurisdiction, provide a company specific referral; outline specific information and documentation that TIO may require for further investigation and provide advice about any interim action that may need to be taken,
- meet current call-taking and email actioning benchmarks,
- enter full details of the customer contact, advice provided and subsequent actions into the TIO complaint management system,
- record potential industry code breaches,
- prepare written correspondence to complainants and member organisations in relation to Level 1 Referrals and Enquiries,
- ensure Level 1 Referrals are actioned and closed within set timeframes,
- assess unresolved complaints after the Level 1 Referral to decide whether further action is warranted,
- give clear, concise reasons where a decision is made not to investigate further,
- ensure that a complaint contains all necessary information and/or documentation prior to escalation,
- liaise with other Dispute Resolution Officers about the handover of complaints.

#### **Team & Personal Development**

- participate in regular workgroup meetings and training workshops,
- assist in the induction and training of new staff,
- provide support to other staff members when required,
- contribute to the TIO knowledge base by identifying systemic complaints and providing feedback to the policy group within the TIO,
- draft reports for inclusion in the Annual Report,
- participate in professional development activities to meet identified development goals and achieve personal growth.

#### **Privacy and Risk Management**

- promote, with other TIO colleagues, an organisational culture that respects the privacy of those about whom the TIO holds personal information. This includes ensuring that there are systems and processes in place to ensure: compliance with relevant Privacy laws and principles; and good record management practice.

#### **Workplace Health and Safety**

- comply with all legislative requirements in respect to the Workplace Health and Safety. Including understanding the responsibilities and accountabilities you have towards to yourself and others in accordance with the legislation, TIO policies and procedures and in promoting a working environment consistent with these laws and guidelines.

This position is required to undertake other duties and projects as directed.

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### **Person Specification:**

The following describes the knowledge, skills, personal attributes and experience required to complete the inherent requirements of the role.

<u>Knowledge &amp; Skills</u>	<ul style="list-style-type: none"><li><input type="checkbox"/> highly developed analytical and investigative skills,</li><li><input type="checkbox"/> an understanding of the concept of independence and an inherent sense of fairness,</li><li><input type="checkbox"/> an understanding of the importance of accurate record keeping,</li><li><input type="checkbox"/> demonstrated ability to analyse information and identify pertinent issues,</li><li><input type="checkbox"/> ability to gather and weigh up evidence and sound decision making skills,</li><li><input type="checkbox"/> excellent time management skills and ability to meet benchmarks/performance indicators,</li><li>• knowledge of alternative dispute resolution principles and methods – desirable.</li></ul>
<u>Qualifications &amp; Experience</u>	<ul style="list-style-type: none"><li>• tertiary degree or equivalent qualification,</li><li>• experience in customer service or complaint handling,</li><li>• ability to work in a high volume call-based environment under limited supervision,</li><li>• PC literacy including the effective use of the following applications: MS Word, Outlook, Internet and Intranet system,</li><li>• experience in dealing with people in stressful situations,</li><li>• contact centre experience – desirable,</li><li>• experience or knowledge of the telecommunications industry – desirable.</li></ul>
<u>Personal Attributes</u>	<ul style="list-style-type: none"><li><input type="checkbox"/> demonstrated ability to work independently and as part of a team,</li><li><input type="checkbox"/> excellent written and oral communications skills,</li><li><input type="checkbox"/> understanding towards complainants and other parties involved in disputes,</li><li><input type="checkbox"/> pleasant and professional phone manner, with the ability to build rapport with people over the phone,</li><li><input type="checkbox"/> demonstrate the TIO core values and behaviours.</li></ul>

### **Further Considerations:**

#### Confidentiality:

This position is bound by strict confidentiality requirements and must ensure that the confidentiality and privacy of the individual consumer and staff member is respected and maintained at all times. Any breach of confidentiality may result in dismissal.

#### Equal Opportunity:

The office of the TIO is an equal opportunity employer and promotes diversity, equality and a harassment free work place. Applications from people with a disability are encouraged.