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Position description

Position:	Early Resolution Officer	Direct Reports:	None
Functional Area:	Early Resolution	Classification:	Grade 1
Reporting to:	Early Resolution Team Leader		

Position purpose

As the first point of contact for consumers in the TIO process it is an Early Resolution Officers (ERO) 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 and capture this information in TIO systems.

It is an ERO's responsibility to ensure complainants have a realistic expectation of timeframes for resolution and possible outcomes. EROs 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.

Team overview

The Early Resolution Group delivers the TIO's intake function. Early Resolution team members provide consumers with the first point of contact with the TIO and record information about complaints for the purpose of analysis and reporting.

Early Resolution comprises of team members who work with consumers and service providers to resolve disputes in a professional, effective and efficient way, having regard to the law, good industry practice and fairness in all the circumstances. Officers handle complaints in accordance with the TIO's jurisdiction, policies and procedure.

Organisation overview

The Telecommunications Industry Ombudsman (the TIO) offers a free and independent service for resolving complaints about telephone or internet services. Most complaints that come to the TIO are resolved between the parties. To resolve complaints, the TIO uses a wide range of dispute resolution techniques including conciliation and investigation.

The TIO was established in 1993 and legislation requires telco providers to join the scheme. The TIO is not for profit, and independent of the Government, telecommunications companies, and consumer groups.

The TIO purpose is to provide an effective and efficient dispute resolution service for the telecommunications industry that complies with the Benchmarks for Industry based customer dispute resolution schemes. Achieving the purpose will contribute to enhanced community confidence in the telecommunications industry.

The TIO has 5 core Values which underpin our purpose:

- Dare to be great
- Respect and inspire
- Evolve and grow
- Appreciate and celebrate
- Make it easy

The TIO has four key strategic goals:

1. To build an organisation that is sustainable, embraces changes and focusses on people and infrastructure.
2. To provide an independent dispute resolution service that is efficient and effective without compromising integrity.
3. To collaborate, share knowledge and educate members and stakeholders to reduce complaints and improve telecommunications services.
4. To be known, respected and accessible.

Position description

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 and 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

Person specification

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

Knowledge and Skills

- Highly developed analytical and investigative skills,
- An understanding of the concept of independence and an inherent sense of fairness,
- An understanding of the importance of accurate record keeping,
- Demonstrated ability to analyse information and identify pertinent issues,
- Ability to gather and weigh up evidence and sound decision making skills,
- Excellent time management skill and ability to meet benchmarks / performance indicators,

Qualifications

- Tertiary degree or equivalent qualification,
- Experience in customer service or complaint handling,
- Ability to work in a high volume call-based environment under limited supervision,
- PC literacy including the effective use of the following applications: MS Word, Outlook, Internet and Intranet system,
- Experience in dealing with people in stressful situations,
- Contact centre experience – desirable,

Personal attributes

- Demonstrated ability to work independently and as part of a team,
- Excellent written and oral communications skills,
- Understanding towards complainants and other parties involved in disputes,
- Pleasant and professional phone manner, with the ability to build rapport with people over the phone,
- Demonstrate the TIO core values and behaviours