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Position description

Position:	Dispute Resolution Officer	Direct Reports:	None
Functional Area:	Dispute Resolution	Classification:	Grade 2
Reporting to:	Dispute Resolution Leader		

Position purpose

The primary purpose of a Dispute Resolution Officer is to receive, refer and resolve consumer complaints about telecommunications service providers.

Dispute Resolution Officers will undertake work across the end-to-end complaint handling process (from Enquiry to escalation Levels) including:

- Receiving complaints via telephone, online and in writing from consumers regarding their telecommunications providers
- Resolve complaints via conciliation and Alternative Dispute Resolution (ADR) best practices
- Resolve complex and unresolved complaints via investigation best practices as required.

Team overview

The Dispute Resolution area handles unresolved consumer and small business complaints about telecommunication services, using a range of methods, including conciliation and investigation.

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:

- **D**are to be great
- **R**espect and inspire
- **E**volve and grow
- **A**ppreciate and celebrate
- **M**ake 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

Dispute Management

- Manage end to end case work and new matters involving disputes between consumers and service providers
- Assess whether complaints are within the jurisdiction of the TIO
- Assist with the effective management of variable complaint demand by being flexible and working different channels as required e.g., on telephone / mail queues, pending escalation queues and other queues, using a range of dispute resolution processes for high productivity output
- Provide independent information to consumers and providers about how to go about resolving their disputes
- Accurately record the details of a dispute and case manage according to TIO processes
- Identify key issues arising from a dispute, gather and analyse relevant information (both verbal and written) and decide whether a proposed outcome is in accordance with the law, good industry practice, and what is fair and reasonable given all the circumstances of the dispute
- Apply dispute resolution frameworks including conciliations between service providers and consumers and employ negotiation and problem solving skills to facilitate the appropriate resolution of disputes
- Undertake formal investigations, including assessment of information and communicate the outcomes of the investigation plainly and clearly to parties
- Communicate with consumers, providers, representatives and other agencies via telephone, email or other appropriate channels in order to facilitate dispute resolution
- Work with internal and external stakeholders to promote the TIO and the Dispute Resolution division
- Actively contribute to the responsive management of complaint demand and undertake other duties and tasks as and when required
- Receive, record, investigate and respond as appropriate to complaints and compliments from consumers and providers about the handling of their complaints by TIO staff
- Where gaps or issues are identified in the handling of cases, work with leaders and the Quality Coach to identify training or coaching needs for relevant staff

Business Improvement and Professional Development

- Provide suggestions on continuous improvement strategies and procedures for individual, team and business performance while actively supporting change
- Contribute to quality outcomes of dispute resolution through the identification of learning or knowledge gaps within the organisation
- Providing optimal stakeholder experience through quality case management, effective communication and timeliness
- Contribute to the development and implementation of policies and position statements to improve the TIO's investigations procedures
- Participate and contribute towards the TIO organisational key performance indicators
- Monitor and evaluate calls recorded through

Person specification

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

Knowledge and Skills

- Excellent interpersonal skills and an ability to work as part of a team
- Demonstrated ability to analyse information and make sound decisions
- excellent written and verbal communication skills
- good filing and record keeping
- PC literacy - MS Word, Excel, email, internet
- knowledge of alternative dispute resolution principles and methods – desirable
- conciliation skills – desirable

Qualifications

- Tertiary degree or equivalent qualification
- Relevant Alternative Dispute Resolution experience
- Experience in customer service or a call centre – desirable

Personal attributes

- High degree of independence, maturity and initiative
- Ability to handle challenging questions and difficult stakeholders
- Ability to manage time and prioritise work
- Be flexible, adaptable and open to change