



# Find a clear way forward... for your career

## Position description

Position:	Member Services Advisor	Direct Reports:	None
Functional Area:	Stakeholder Engagement	Classification:	Grade 2
Reporting to:	Member Services Manager		

## Position purpose

The Member Services Advisor provides engagement services and information management for members of the Telecommunications Industry Ombudsman scheme.

One of the critical responsibilities for the Member Services Advisor is the administration of the Member Portal. The Member Services Advisor also supports the Stakeholder Engagement Team in day today administrative activities.

## Team overview

The Stakeholder Engagement team plan, manage and deliver engagement and communications to the Telecommunications Industry Ombudsman's stakeholders including consumers and the general public, the telecommunications industry, its members and the media.

## 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 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

### Member Services Operations

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- To co-ordinate and deliver stakeholder relations that engages the Telecommunications Industry Ombudsman's diverse range of external stakeholders, specifically its members.
- To assist in the co-ordination of member and telecommunications industry engagement and communications materials including Member News, reports, website content and multimedia.
- To assist and plan member and industry events, forums and seminars.
- Provide first point of contact with excellent customer service for all members of the Telecommunication Industry Ombudsman via phone and email and ensure all correspondence is responded to in a timely manner and accurately recorded.
- To review member data within the Stakeholder Management databases including Radar. This includes ensuring all data is accurate and up to date.
- To assist the Member Services Manager in the coordination and reports on member data and trends.
- Assist in the planning and implementation of Member Services projects and initiatives.
- Undertake other duties and projects as directed.

### Privacy and Risk

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- Understand and comply with all Telecommunications Industry Ombudsman's policies and procedures pertaining to individual responsibilities for risk and privacy management.

### Workplace Health and Safety

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- 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, Telecommunications Industry Ombudsman's policies and procedures and in promoting a working environment consistent with these laws and guidelines.

## Person specification

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

### Knowledge and skills

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- Demonstrable customer / consumer management systems and engagement knowledge.
- Experience in providing outstanding customer service.
- Excellent communication and administration skills with thorough, accurate and excellent attention to detail.
- The ability to engage and maintain excellent and effective stakeholder relationships that includes members, stakeholders in the telecommunications sector and colleagues.
- Demonstrable data management skills including record management, data entry and database management in a professional setting.
- Ability to juggle several different assignments at the same time, to react quickly, to meet deadlines, to organise a busy workload and to prioritise tasks.
- Demonstrable administrative skills in a professional environment, co-ordinating administrative systems and procedures to support colleagues and organisational objectives.
- Practical work-related experience delivering projects/ work using industry-standard IT packages, including Word for Windows, Excel and Email.

### Qualifications and experience

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- Professional qualification in communications and/or public relations is desirable.

### Personal attributes

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- Exceptional level of customer focus and service.
- Excellent planning, organisational and time management skills with the capacity to work consistently under pressure to achieve priorities.
- Confident, motivated and enthusiastic in achieving challenging targets in a dynamic environment.
- The ability to support and advise senior members of staff and partners and to meet deadlines.
- Demonstrable and practical experience of measurement and evaluation of membership and/or customer services.
- Ability to think laterally and introduce new and innovative thinking to the function.