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Position description

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

Position purpose

The Triage Officer is a key role in assisting customers resolving their complaints, by providing a seamless transfer from Early Resolution to either our fast track process or Dispute Resolution. This role is primarily responsible for:

- analysing customer complaints to determine the best course of action
- ensuring all appropriate information has been provided to allow progression of a complaint
- monitoring activity of queues for certain classes of complaint.

When performing their duties, a Triage Officer uses their knowledge of telecommunications industry products and services, and applies legal principles and good industry practice.

Team overview

The Triage function forms part of the Early Resolution Group. Early Resolution comprises teams 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 procedures.

The primary role of officers working within Triage involves reviewing unresolved complaints and enquiries from the public and determining appropriate next course of action, dealing with industry members and resolving disputes around billing charges with providers.

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

- Analyse a complaint to determine whether it is within jurisdiction
- 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 and quality standards
- Prepare written correspondence to complainants and member organisations in relation to Referrals and Enquiries,
- Assess unresolved complaints after the Referral to decide whether further action is warranted
- Give clear, concise reasons where a decision is made not to investigate further
- Participate in regular workgroup meetings and training workshops
- Participate in professional development activities to meet identified development goals and achieve personal growth

Knowledge & 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 skills and ability to meet benchmarks/performance indicators
- Knowledge of alternative dispute resolution principles and methods – desirable

Qualifications & Experience

- Experience in customer service or complaint handling
- Ability to work 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
- Experience or knowledge of the telecommunications industry – 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
- Organised and able to manage own time effectively, with the ability to achieve deadlines and prioritise work according to conflicting demands
- Be flexible, adaptable, and open to change