

Position purpose

The Early Resolution Officer (Western Australia) (ERO (WA)) is the first and second point of contact for consumers who have a problem they are unable resolve with their phone or internet provider.

An ERO (WA) takes calls and responds to complaints from consumers. They focus on the customer experience and understanding the complaint.

They capture this information in our systems and send referrals to phone and internet providers that help them resolve complaints.

The ERO (WA) will also handle complaints not resolved by referral and decide on the best next step for the complaint to bring it to an efficient resolution.

The ERO (WA) will deliver an excellent customer experience by being independent, providing relevant information about our service, and importantly, making sure we handle complaints as we say we will in our terms of reference and complaint handling procedures.

The ERO (WA) will work remotely – and be supported by a team leader who also works remotely. While the ERO (WA) will work to allow our contact centre to be open later in Western Australia, they will also handle contacts from people across Australia.

Team overview

If a consumer has a problem with their phone or internet service and they have not been able to resolve it with their service provider, they can contact the TIO. Consumers and service providers may contact us through phone, website, email, or post, with more channels to come.

Each of these initial contacts are managed by the Early Resolution Group.

The teams record the complaints and send them to dedicated complaint handlers at the service providers, who will work with consumers to fix it.

If the provider and consumer cannot resolve the complaint, they can get back in touch with us. We will first check it is a complaint we can continue to look into and that we have all the information we need. If we can handle it and have all the information we need, we will also see if we can fast track the complaint or need to refer it to our Dispute Resolution area for resolution.

When we handle a complaint, we focus on service and independence: We'll think about the law, good industry practice and what is fair. We also handle complaints in accordance with our own policies and procedures, which we publish on our website.

The work we do is important to more people than just consumers and members. The information we record on a complaint is used by our Dispute Resolution Group (who will look into unresolved complaints in more detail), is relied on for our regular complaints reports, informs systemic investigations and

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submissions, and highlights areas where industry can improve.

Organisation overview

The TIO offers an independent and accessible service for resolving complaints about telephone or internet services. The service is free to consumers, and most complaints are resolved between the consumer and the telco. 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 telecommunications providers to join the scheme. The TIO is not for profit, and independent of the Government, telecommunications companies, and consumers.

The TIO's purpose is to provide fair, independent, and accessible dispute resolution services and improve outcomes for consumers and members.

The TIO provides a respectful and culturally safe workplace for all our employees.

The TIO has five key strategic goals for FY21-23:

1. Work with members to reduce complaints and improve practices
2. Leverage the power of our people to strengthen our capability and performance
3. Create a great consumer and member experience
4. Expand services with innovative solutions and technology
5. Use data and insights to influence policy and shape public debate.

The TIO's value statement is "Together we DREAM" That is, together, we:

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

Position description

Key responsibilities

The ERO (WA)'s purpose is to provide the early resolution function to consumers in WA and those in non-Eastern states time zones. The ERO (WA) will provide this service by:

- Managing complaints with a focus on consumer and member satisfaction
- Making appropriate early resolution decisions
- Working effectively with your colleagues

Managing complaints with a focus on customer satisfaction

To successfully do this, we expect an ERO (WA) to:

- be courteous and respectful to all customers (which for the Early Resolution includes consumers, members, and our colleagues at the TIO), including where those interactions may be challenging
- keep good records of the complaint with an aim to help the consumer and member sort out the complaint
- be helpful, by giving clear information about what the TIO and others may and may not be able to do to resolve the complaint
- have 'right sized' interactions with consumers. If it is a complex matter, the ERO (WA) will take the time they need to understand and record the interaction. And if it is a simple matter, they will respect the consumer's time and size their interaction with them accordingly
- provide an excellent customer service across multiple channels, including phone, written communication, webchat, through the use of interpreters and other channels as they come online.
- do what they say they will by following up with consumers when they promise to, or when they are required to by one of our processes, and
- provide members with a meaningful and succinct summary of the complaint and what outcome the consumer would like.

Make appropriate early resolution decisions

An ERO (WA) will:

- listen to consumers and members to understand their concerns
- during each interaction, decide on the best method to get the complaint resolved. This might mean sending a referral, progressing a complaint to fast track or case management, or letting the consumer know of another organisation who may be able to help.
- have confidence to say no when they need to. The ERO (WA) will give clear reasons for their decisions and offers the right for review.
- handle complaints as the TIO says it will in its complaint handling procedures and documents

Work effectively with your colleagues

The ERO (WA) will also:

- maintain accurate records, so that their colleagues have all the information they need when they pick up a case
- apply the correct categorisation to the complaint, to allow for effective reporting
- raise a systemic issue if they see a pattern in complaints
- raise opportunities for improvement with their people leader

- escalate matters to their people leader if they need to be, and
- be respectful, kind and inclusive. They will live our values and embrace our diversity statement.

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

Person specification

The ERO (WA) is comfortable to work remotely, and is confident to work with limited to no face to face contact with their people leader and colleagues. While we will supply some technology, the ERO (WA) will need to make sure they have a proper workstation set up.

In our experience, the ERO (WA) will need to either have the following **knowledge, skills and experience** – or be able to quickly learn and demonstrate it. We also think there are certain **personal traits** which make a great ERO (WA).

Knowledge and skills

The ERO (WA) will have or be able to quickly learn and demonstrate:

- excellent written and oral communication skills
- an ability to look at a complex problem in a logical way
- an inquiring mindset and will challenge the information they receive to improve their understanding and identify underlying causes
- an understanding of the telecommunications landscape in Australia and Australian Consumer Law
- a sound ability to look at a set of circumstances and rules – and to confidently and quickly make decisions.
- an understanding and appreciation of what is fair and what it means to be independent
- confidence to work in a high-volume call-centre based environment with limited supervision
- excellent time management skills and be able to achieve tasks in the appropriate amount of time, and
- confidence using Microsoft Office and other computer programs

Experience

The ERO (WA) will have:

- previous employment or experience working in customer service role. This might be in a call centre, in retail or in a restaurant
- experience working with people who may be vulnerable, and

- experience working with people who may be challenging

Personal traits

We are looking for an ERO (WA) who:

- is committed to their own development and sharing their development with others
- is pleasant, professional and inclusive, and
- has an ability to build rapport with people over the phone, written communication, webchat and through other channels.