



## POSITION DESCRIPTION

**Position:** Investigations Officer (Full Time)  
**Accountable to:** Senior Investigations Officer

### A. Outline

The Energy & Water Ombudsman NSW (EWON) provides an independent way of resolving customer complaints about all electricity and gas suppliers in NSW and some water suppliers. The Ombudsman is independent and makes decisions without any interference, based on what is fair and reasonable in the circumstances of each case. EWON is committed to the provision of high quality dispute resolution and to dealing with complaints in a way that is fair, just and timely.

The principal role of the Investigations Officer is to receive and investigate complaints from NSW energy and water customers. Matters for investigation range from the more straightforward to the complex and the Investigations Officer will conduct the investigations, in most cases, from start to finish. The Investigations Officer employs dispute resolution and negotiation skills to resolve disputes in a fair and equitable way. In conducting their casework, Investigations Officers are alert to circumstances that suggest a systemic issue or problem to which EWON's attention should be drawn.

Investigations Officers are supervised by Senior Investigations Officers who report to the Manager Investigations. EWON gives priority to ensuring that Investigation Officers have the opportunity to receive assistance and appropriate support in relation to case management and other duties. With the senior investigations staff, Investigations Officers ensure that EWON maintains its reputation as a best practice independent complaints-handling and dispute resolution service.

The responsibilities of the Investigations Officer as outlined below may vary in consultation with the Manager Investigations, according to organisational and team priorities.

### B. Organisational Accountability

Supervisor's title: Senior Investigations Officer  
Officers who report to the same supervisor: Investigations Officers

### C. Tasks

In dealing with the investigation of customer complaints the Investigations Officer will:

- Establish whether the customer has communicated with their energy or water provider. If not, the Investigations Officer will generally refer the customer to the appropriate provider
- Determine how to deal with the case, including establishing whether the case lies within EWON's jurisdiction, analysing the case information and developing an agreed course of action
- Input case details and subsequent actions into the complaints management system database
- Maintain up to date, clear and relevant file notes
- Regularly follow up matters with the customer and the energy or water provider
- Prepare correspondence to customers, energy and water providers and other agencies
- Undertake investigations under the direction of, and as appropriate, with the assistance of the Senior Investigations Officer and/or the Manager Investigations
- Provide assistance with the training and development of new and existing staff as appropriate
- Negotiate with customers and providers to facilitate resolution of cases
- Participate in casework discussions
- Prepare case summaries and other reports as necessary
- Research and analyse issues relating to the investigation of matters

Investigations Officers will from time to time undertake work to implement the policies and projects identified in the EWON Business Plan and/or by the Manager Investigations.

### **D. Skills Required**

- A sound understanding of dispute resolution principles and practice
- Excellent analytical and problem-solving skills
- Excellent verbal and written communication skills
- The ability to communicate effectively with customers from diverse backgrounds
- Highly developed time management skills with the ability to prioritise work and achieve deadlines
- The ability to establish a rapport with customers and a genuine desire to resolve complaints
- The ability to investigate complaints impartially in a non-adversarial and non-advocacy environment
- The ability to manage a case load efficiently
- Demonstrated ability to work effectively in a team environment
- Excellent Microsoft Office skills and familiarity with database entry
- A willingness to undertake extra tasks as required and requested

### **E. Qualifications**

- Dispute resolution experience or training would be very well regarded, but is not essential
- Experience in a customer service, complaint-handling or regulatory environment would also be well regarded
- Tertiary qualifications are desirable.