



Title	Investigations Officer – Initial Response Team (IO)		
Group	Investigations	Reports to	Investigations Manager (IM)
Date Prepared	December 2017		

EWON is the industry based Ombudsman scheme which provides all NSW energy and some water customers with independent, free, informal dispute resolution services. We work towards achieving fair and reasonable complaint outcomes for all parties, provide leading customer service and influence energy and water public policy. We are not a consumer advocate, nor do we represent industry.

Our Purpose

1. Provide high quality, independent advice, information and dispute resolution to NSW energy and water consumers.
2. Use our unique complaints data to enable energy and water providers to improve their customer service, systemically reduce the drivers of complaints and to inform the development of regulations, codes and policy.
3. Engage effectively with NSW consumers, promote our service and the complaints processes of energy and water providers through our community outreach and stakeholder engagement program.

Role Purpose

Investigation Officers (IO's) – Initial Response Team are responsible for receiving and documenting complaints, identifying issues and providing appropriate referrals. This role requires a customer service professional with advanced interpersonal skills, the ability to work in a high volume telephony environment and a demonstrated commitment to:

- Ensuring all customers receive the highest level of customer service through taking a customer focused approach to handling complaints and enquiries.
- Managing differences using alternative dispute resolution practices – with customers, providers and colleagues.
- Managing situations where individuals are distressed or emotionally distraught, experiencing other communication challenges, or where the customer may not agree with, or may not be satisfied with, the message or information being provided.
- Working collaboratively to build constructive working relationships with all colleagues and teams.

Key Accountabilities

1. Outstanding Customer Service - Complaints Intake	<ul style="list-style-type: none"> • Receives initial customer complaints/enquiries by telephone, email or online. • Identifies key issues. • Assesses suitability for referrals or triage to the appropriate team. • Escalates calls in line with criteria. • Requests supporting documentation when needed. • Provides customers with information relevant to their complaint/enquiry.
2. Effective Complaint Management	<ul style="list-style-type: none"> • Effectively manages complaints received within timeframes. • Follows the principles of procedural fairness and acts

	<p>independently and without bias.</p> <ul style="list-style-type: none"> • Prepares written correspondence in line with the EWON style guide. • Identifies complaint and customer feedback trends and flags serious or systemic complaints to management's attention. • Escalates all unresolved issues/complaints to the line manager. 		
3. Records Management Standards	<ul style="list-style-type: none"> • Accurately and appropriately inputs data into EWON systems. • Establishes and maintains accurate, appropriate and timely records. • Meets all quality assurance standards. 		
4. Work Health and Safety	<p>Demonstrates an active commitment to WHS and compliance with legislation:</p> <ul style="list-style-type: none"> • Takes reasonable care for their own health and safety. • Takes reasonable care for the health and safety of others. • Attends WHS training as required by EWON. • Complies with any reasonable instructions, policies and procedures given by EWON. 		
5. Team Contribution	Displays EWON Values and Behaviours		
	Independence Integrity	One Team Service Excellence	Respect Social Justice
	Planning and Reporting		
	<ul style="list-style-type: none"> • Actively contributes to the development and delivery of the team's annual operational plan. • Contributes to the team's monthly dashboard and reports. • Ensures delivery of KPI targets and achievement plan commitments. 		
Teamwork			
<ul style="list-style-type: none"> • Actively contributes to effective teamwork within own team and across EWON. • Displays the EWON values and supporting behaviours. • Ensures service excellence processes with a focus on continuous improvement. 			
Organisation Relationships			
<ul style="list-style-type: none"> • Fosters good communication and cooperative relationships within EWON. 			
6. Professional Development	<ul style="list-style-type: none"> • Maintains and updates required job specific and specialist knowledge. • Seeks and accepts feedback, coaching and support. • Actively participates in and completes required EWON training. 		
7. Additional Duties	<ul style="list-style-type: none"> • Undertakes other tasks as reasonably requested from time to time. • Assists with administrative duties across the Investigations Team and across EWON (as required). 		

Key Behavioural Competencies

Customer Service Orientation
Planning & Organising/Deliver on Commitments
Analysis/Problem Assessment
Relationship building
Teamwork and Collaboration
Adaptability Personal Resilience
High attention to detail/Accurate data entry

Written and verbal communication

Key Relationships

Internal	Investigations Managers	Investigations Officers
	Policy & Research Team	Quality Assurance Team
External	All stakeholders – primarily customers and providers	

Selection Criteria

Knowledge, Skills & Experience		
Essential	Complex customer complaints or Alternative Dispute Resolution (ADR) environment experience	<ul style="list-style-type: none"> • Minimum 2 years' experience in a high volume complaints industry. • Strong track record in delivering excellence in customer service. • Proven experience working within a complaints process and using a complaints management system. • Ability to respond to complaints in a technical environment.
	Strong communication skills	<ul style="list-style-type: none"> • Highly developed written and verbal communication skills. • Advanced interpersonal skills.
	Developed analytical skills	<ul style="list-style-type: none"> • Ability to elicit complaint information. • Ability to identify issues and provide advice in a timely manner.
	Personal attributes	<ul style="list-style-type: none"> • Self-starter, with initiative. • Ability to remain motivated with a high level of resilience. • Collaborates and builds effective working relationships in own team and across EWON. • Able to manage competing workloads and meet deadlines in a high volume environment. • Positive and flexible, with high energy levels. • Displays a commitment to service excellence.
Desirable	MS Office skills/computer	<ul style="list-style-type: none"> • Intermediate level for MS Office. • High level of key board skills and accuracy.
	Diverse community groups experience	<ul style="list-style-type: none"> • Experience with diverse community groups. • Ability to effectively and sensitively respond to specific needs when communicating with vulnerable and disadvantaged people.

About Our Workplace

EWON is strongly committed to maintaining a constructive workplace where people are openly encouraged to express their views and feel safe to speak up if they experience or witness discrimination, bullying or harassment at work.

EWON staff are bound by confidentiality requirements and must sign a confidentiality agreement on commencement of employment, and are to advise of any conflicts of interest in carrying out the role.

EWON is an equal opportunity employer and promotes a safe and healthy, harassment free work place.