



Position Description

Title	Dispute Resolution Officer		
Department	Dispute Resolution	Team	
Reports to	Manager, Dispute Resolution		
Date Prepared	April 2025		

Position Summary

The role of the Dispute Resolution Officer is to work across the Dispute Resolution department performing a range of duties including receiving and assessing complaints, recording, investigating and resolving short-term and high complexity complaints.

This role requires a high level of customer service, advanced interpersonal and communication skills to utilise alternative dispute resolution practices with customers and providers.

Accountabilities

Early Resolution

- Respond to customer complaints and enquiries, identify key issues and accurately record information in the case management system
- Assess jurisdiction and scope of review, request supporting documentation where required and provide relevant information
- Follow the principles of procedural fairness and act independently and without bias
- Adhere to EWON's complaint handling policies and processes, including EWON's Case Handling Manual (CHM)
- Participate in peer review meetings and escalate unresolved issues and complaints to the line manager
- Prepare written correspondence in line with Plain English principles and the EWON style guide
- Identify complaint and customer feedback trends and flag serious or systemic complaints to management
- Understand the perspective of the customer and providers (concerns and needs) and effectively manage customer expectations
- Manage the referral process for complaints which are outside EWON's jurisdiction, or for which there are appropriate alternative avenues of recourse
- Maintain confidentiality of all customer and provider information

Conciliation

- Identify appropriate actions to resolve individual cases using various techniques to facilitate and support the complaint resolution, including referrals or reviews by others and conduct investigations where required
- Identify complaint and customer feedback trends, flag serious, sensitive or systemic complaints to line manager
- Escalate all unresolved issues/complaints to the line manager, participate in peer review and prepare appropriately for review meetings

- Manage conflict and challenging situations where individuals are distressed/emotionally distraught, experiencing other communication challenges, or where the customer is dissatisfied

Investigations Officer

- Utilise alternative dispute resolution skills to facilitate the timely resolution of complaints
- Identify key issues arising from the complaint, research and obtain relevant information/documentation and determine an appropriate outcome within EWON's policies and procedures
- Prepare detailed written correspondence including written assessments to consumers, providers and other relevant bodies of the investigation in a clear and detailed format.
- Proactively manage case progression and conduct assessments based on fair and reasonable resolutions
- Collaborate with the team leader, manager and other relevant colleagues to progress and resolve cases

Compliance & Safety

- Demonstrate an active commitment to WHS and compliance with legislation:
 - Take reasonable care for their own health and safety and others
 - Attend WHS training as required by EWON
 - Complies with any reasonable instructions, policies and procedures given by EWON
- Maintain and update required job specific and specialist knowledge
- Seeks and accepts feedback, coaching and support including participation of required EWON training
- Undertake other tasks as reasonably requested to support business needs, across the Investigations Team and EWON

Key Behavioural Capabilities

Personal Effectiveness	<ul style="list-style-type: none"> • Displays Resilience • Acts with Integrity • Demonstrates accountability • Values Diversity, Equity and Inclusion
Business Results	<ul style="list-style-type: none"> • Delivers Results • Plans and Prioritises • Implements innovative solutions • Demonstrates agility and effective decision making
Relationships	<ul style="list-style-type: none"> • Communicates effectively • Commits to service excellence • Works collaboratively • Influences and negotiates

Qualifications, Skills and Experience

- Demonstrated experience working in a complex customer complaints or ADR based environment
- Proven expertise in investigating complaints and ability to successfully close complaints with complexity and apply technical skills in a complex environment
- Highly developed written and verbal communication skills including the ability to write clear and detailed assessments and summarise issues and outcomes logically
- Demonstrated ability to analyse general and technical complaint information, think conceptually and creatively to problem solve effectively
- Proven ability to understand and identify issues quickly, independently assess and generate solutions to a challenging or complex situation
- Demonstrated ability to take initiative, work independently as well as collaboratively, positively and productive within the team
- Excellent organisational skills with attention to detail, manage competing priorities and meet deadlines
- Demonstrated high level of resilience, is positive and flexible to all facets of work
- Intermediate level of computer literacy with excellent skills in Microsoft Office applications and databases
- Tertiary qualification in a relevant discipline

Desirable

- Experience with diverse community groups and the ability to respond to specific needs effectively and sensitively when communicating with vulnerable and disadvantaged people
- Knowledge of, or the ability to rapidly acquire knowledge of, the electricity, gas and water regulatory/legislative framework