

<b>Title</b>	<b>Early Resolution Officer</b>		
<b>Department</b>	Dispute Resolution	<b>Team</b>	Early Resolution
<b>Reports to</b>	Manager, Dispute Resolution		
<b>Date Prepared</b>	August 2021		

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.

## Dispute Resolution – Common Purpose

The common purpose across the Dispute Resolution Team requires a customer service professional with advanced interpersonal skills and a demonstrated commitment to:

- Record, investigate and resolve complaints from customers about gas, electricity, and some water providers, in line with the regulatory framework and EWON’s complaint handling policies and processes.
- Ensure all customers receive the highest level of customer service through taking a customer focused approach to handling complaints and enquiries.
- Manage differences using alternative dispute resolution practices – with customers, providers, and colleagues.
- Manage 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.
- Work collaboratively to build constructive working relationships with all colleagues and teams.

## Position Purpose

The role of **Early Resolution Officer** is to receive, document and resolve complaints by identifying issues, assessing, and providing appropriate referrals, in line with the regulatory framework and EWON’s complaint handling policies and processes.

This role requires a customer service professional with advanced interpersonal skills, the ability to work in a high-volume environment and a demonstrated commitment to the Dispute Resolution Team – Common Purpose.

## Key Accountabilities

1. Receipt, Assessment, Referral and Investigation	<ul style="list-style-type: none"> <li>• Responds to customer complaints/enquiries.</li> <li>• Identifies key issues, accurately records relevant information in EWON systems.</li> <li>• Assesses jurisdiction and scope of review</li> <li>• Assesses suitability for referrals or triage to the appropriate team.</li> <li>• Escalates calls in line with criteria.</li> <li>• Requests supporting documentation when needed.</li> <li>• Provides customers with information relevant to their complaint/enquiry.</li> </ul>			
2. Effective Complaint Management	<ul style="list-style-type: none"> <li>• Effectively manages complaints and workloads within timeframes.</li> <li>• Follows the principles of procedural fairness and acts independently and without bias.</li> <li>• Adheres to EWON’s complaint handling policies and processes, including EWON’s Case Handling Manual (CHM)</li> <li>• Records complaints clearly, succinctly, and accurately using EWON’s case management system</li> <li>• Decides most appropriate approach and next actions to resolve individual cases, including referrals or review by others</li> <li>• Ensures regular follow up of complaints in line with EWON CHM</li> <li>• Seeks advice from others in the organisation, where appropriate, to progress complaints</li> <li>• Participates in peer review and prepares appropriately for review meetings with line manager</li> <li>• Prepares written correspondence in line with Plain English principles and the EWON style guide.</li> <li>• Escalates all unresolved issues/complaints to the line manager.</li> <li>• Identifies complaint and customer feedback trends and flags serious or systemic complaints to management’s attention.</li> <li>•</li> </ul>			
3. Service Excellence	<ul style="list-style-type: none"> <li>• Identifies key issues and outcomes sought</li> <li>• Understands the perspectives of customers and providers (concerns and needs)</li> <li>• Effectively manages customer expectations and provides relevant information</li> <li>• Works efficiently and in a highly professional manner to deliver outcomes</li> <li>• Manages the referral process for complaints which are outside EWON’s jurisdiction, or for which there are appropriate alternative avenues of recourse</li> <li>• Ensures alignment with the six Industry CDR Benchmarks - accessibility, independence, fairness, accountability, efficiency, and effectiveness.</li> <li>• Delivers EWON’s quality assurance standards</li> <li>• Maintains confidentiality of all customer and provider information</li> </ul>			
4. Records Management Standards	<ul style="list-style-type: none"> <li>• Accurately and appropriately inputs data into EWON systems.</li> <li>• Establishes and maintains accurate, appropriate, and timely records.</li> <li>• Meets all quality assurance standards.</li> </ul>			
5. Alternative Dispute Resolution	<ul style="list-style-type: none"> <li>• Manages conflict using alternative dispute resolution practices – with customers, providers, and colleagues in line with EWON’s policies</li> <li>• Manages difficult discussions and sensitive situations with skill, judgment, and discretion</li> <li>• Manages challenging situations where individuals are distressed or emotionally distraught, experiencing other communication challenges, or where the customer is dissatisfied</li> </ul>			
6. Work Health and Safety	<p>Demonstrates an active commitment to WHS and compliance with legislation:</p> <ul style="list-style-type: none"> <li>• Takes reasonable care for their own health and safety.</li> <li>• Takes reasonable care for the health and safety of others.</li> <li>• Attends WHS training as required by EWON.</li> <li>• Complies with any reasonable instructions, policies and procedures given by EWON.</li> </ul>			
7. Team Contribution	<p><b>Displays EWON Values and Behaviours</b></p> <table border="1" data-bbox="403 1944 1487 2016"> <tr> <td data-bbox="403 1944 831 2016">Independence Integrity</td> <td data-bbox="839 1944 1094 2016">One Team Service Excellence</td> <td data-bbox="1102 1944 1487 2016">Respect Social Justice</td> </tr> </table> <p><b>Planning and Reporting</b></p>	Independence Integrity	One Team Service Excellence	Respect Social Justice
Independence Integrity	One Team Service Excellence	Respect Social Justice		

	<ul style="list-style-type: none"> <li>Actively contributes to the development and delivery of the team’s annual operational plan.</li> <li>Contributes to the team’s monthly dashboard and reports.</li> <li>Ensures delivery of KPI targets and achievement plan commitments.</li> </ul>
	<p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>Actively contributes to effective teamwork within own team and across EWON.</li> <li>Displays the EWON values and supporting behaviours.</li> <li>Ensures service excellence processes with a focus on continuous improvement.</li> </ul>
	<p><b>Organisation Relationships</b></p> <ul style="list-style-type: none"> <li>Fosters good communication and cooperative relationships within EWON.</li> </ul>
8. Professional Development	<ul style="list-style-type: none"> <li>Maintains and updates required job specific and specialist knowledge.</li> <li>Seeks and accepts feedback, coaching and support.</li> <li>Actively participates in and completes required EWON training.</li> </ul>
9. Additional Duties	<ul style="list-style-type: none"> <li>Undertakes tasks as reasonably requested to support business needs, across the Dispute Resolution Team and EWON.</li> </ul>

## Key Behavioural Capabilities

Resilience	Managing Work
Collaborating	Decision Making
Emotional Intelligence Essentials	Earning Trust
Service Excellence	Communication
Adaptability	Work Standards

## Key Relationships

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

## Selection Criteria

Knowledge, Skills & Experience		
Essential	<b>Complex customer complaints or Alternative Dispute Resolution (ADR) environment experience</b>	<ul style="list-style-type: none"> <li>Minimum 2 years’ experience in a high-volume complaints industry.</li> <li>Strong track record in delivering excellence in customer service.</li> <li>Proven experience working within a complaints process and using a complaints management system.</li> <li>Ability to respond to complaints in a technical and complex environment.</li> </ul>
	<b>Strong communication skills</b>	<ul style="list-style-type: none"> <li>Highly developed written and verbal communication skills.</li> <li>The ability to communicate effectively on the phone or in person, to elicit and relay accurate and appropriate information</li> <li>The ability to communicate effectively in writing using Plain English techniques</li> <li>Advanced interpersonal skills.</li> </ul>
	<b>Developed analytical and problem solving skills</b>	<ul style="list-style-type: none"> <li>Ability to elicit complaint information.</li> <li>Ability to identify issues and provide advice in a timely manner.</li> <li>Ability to solve problems with minimal direction.</li> </ul>
	<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>Self-starter, with initiative.</li> </ul>

<b>Desirable</b>		<ul style="list-style-type: none"> <li>• Ability to remain motivated with a high level of resilience.</li> <li>• Collaborates and builds effective working relationships in own team and across EWON.</li> <li>• Able to manage competing workloads and meet deadlines in a high-volume environment.</li> <li>• Positive and flexible, with high energy levels.</li> <li>• Displays a commitment to service excellence.</li> </ul>
	<b>MS Office skills/computer</b>	<ul style="list-style-type: none"> <li>• Intermediate level for MS Office.</li> <li>• High level of keyboard skills and accuracy, including contemporaneous data entry when speaking to stakeholders.</li> </ul>
	<b>Diverse community groups experience</b>	<ul style="list-style-type: none"> <li>• Experience with diverse community groups.</li> <li>• Ability to respond effectively and sensitively to specific needs when with vulnerable and disadvantaged people.</li> </ul>

### 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 workplace.