

Position Description

Position	Dispute Resolution Officer
Functional Area	Dispute Resolution
Reporting to	Dispute Resolution Team Leader
Direct Reports	None
Classification	Grade 2
TIO Values	Integrity Collaboration Excellence

Organisation overview

The Telecommunications Industry Ombudsman Ltd (TIO) was established in 1993. The TIO is a company limited by guarantee and is independent of government and telecommunications carriers and service providers. Under the Telecommunications (Consumer Protection and Service Standards) Act 1999, all eligible carriage service providers, including Internet Service Providers (ISPs), are required to be members of the TIO.

The vision of the TIO is to deliver an exceptional telecommunications dispute resolution service for consumers, service providers and the Australian community. The work of the TIO will contribute to better customer service and complaint handling within the telecommunications industry.

The TIO has four roles: resolving disputes; improving the telecommunications industry; being an independent voice; and leading by example. In all its functions, the TIO is committed to the principles of accessibility, independence, fairness, accountability, efficiency and effectiveness as set out in the Benchmarks for Industry-Based Customer Dispute Resolution Schemes.

Dispute Resolution Division

The Dispute Resolution Division comprises staff who work with consumers and service providers to resolve disputes in a professional, effective and efficient way, having regard for the law, good industry practice, TIO's jurisdiction, policies and procedures.

Dispute Resolution Officers perform many and varied roles including that of taking complaints and enquiries from the public, dealing with industry members, resolving disputes through conciliation and investigation and other Alternative Dispute Resolution (ADR) methodologies.

Position purpose

The primary purpose of a Dispute Resolution Officer is to receive, refer and resolve consumer complaints about telecommunications service providers.

Dispute Resolution Officers will undertake work across the end-to-end complaint handling process (from Enquiry to escalation Levels) including:

- Receiving complaints via telephone, online and in writing from consumers regarding their telecommunications providers
- Resolve complaints via conciliation and Alternative Dispute Resolution (ADR) best practices
- Resolve complex and unresolved complaints via investigation best practices as required.

When performing their duties, a Dispute Resolution Officer uses their knowledge of telecommunications industry products and services, their knowledge and application of legal principles and good industry practice, including industry and regulatory codes, and their knowledge and skills in ADR frameworks.

Key responsibilities

Dispute Management

- manage end to end case work and new matters involving disputes between consumers and service providers
- assess whether complaints are within the jurisdiction of the TIO
- assist with the effective management of variable complaint demand by being flexible and working different channels as required e.g., on telephone / mail queues, pending escalation queues and other queues, using a range of dispute resolution processes for high productivity output
- provide independent information to consumers and providers about how to go about resolving their disputes
- accurately record the details of a dispute and case manage according to TIO processes
- identify key issues arising from a dispute, gather and analyse relevant information (both verbal and written) and decide whether a proposed outcome is in accordance with the law, good industry practice, and what is fair and reasonable given all the circumstances of the dispute
- apply dispute resolution frameworks including conciliations between service providers and consumers and employ negotiation and problem solving skills to facilitate the appropriate resolution of disputes
- undertake formal investigations, including assessment of information and communicate the outcomes of the investigation plainly and clearly to parties
- communicate with consumers, providers, representatives and other agencies via telephone, email or other appropriate channels in order to facilitate dispute resolution
- work with internal and external stakeholders to promote the TIO and the Dispute Resolution division
- actively contribute to the responsive management of complaint demand and undertake other duties and tasks as and when required.

Business Improvement and Professional Development

- provide suggestions on continuous improvement strategies and procedures for individual, team and business performance while actively supporting change
- contribute to quality outcomes of dispute resolution through the identification of learning or knowledge gaps within the organisation
- providing optimal stakeholder experience through quality case management, effective communication and timeliness
- contribute to the development and implementation of policies and position statements to improve the TIO's investigations procedures
- participate and contribute towards the TIO organisational key performance indicators

Workplace Health and Safety

- comply with all legislative requirements in respect to the Workplace Health and Safety. Including understanding the responsibilities and accountabilities you have towards to yourself and others in accordance with the legislation, TIO policies and procedures and in promoting a working environment consistent with these laws and guidelines.

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

Skills & Behaviours – Organisational

Business Effectiveness	Descriptor
Focus on consumer and stakeholder	Endeavours to understand consumer's and stakeholders' perspective and recognises their importance and value to the organisation. Consumers/stakeholders and suppliers gain and maintain confidence in the organisation through your competent performance.
Collaboration and teamwork	Works effectively with team members to accomplish goals through total commitment and tolerance for individual differences amongst team and proactively maintaining effective workplace relationships. Supports colleagues to resolve work difficulties and in the event of setbacks.
Ownership of delivering results	Takes accountability and ownership of tasks and is proactive in the achievement of results, acting with integrity despite pressures and challenges.
Solve problems and make decisions	Gather and analyses all relevant data to make a timely and informed decision, considerate of constraints, issues and risks.
Manage self	Accepts, responds and adapts to change in working practices in a positive and constructive manner. Adapts own personal style to suit varying environments respectful of others' differences and acknowledges their right of individuality. Prioritises tasks to effectively manage workload with minimal adverse impact on health and safety in the workplace.
Communication (written & oral)	Tailors communication for audience using appropriate language, emotion and medium. Clarifies own points when not clearly understood by others and using active listening and questioning to check for understanding by others.

Person specification

The following describes the knowledge, skills, personal attributes and experience required to complete the inherent requirements of the role.

Knowledge and skills	<ul style="list-style-type: none"> • interpersonal skills and an ability to work as part of a team • demonstrated ability to analyse information and make sound decisions • excellent written and verbal communication skills • good filing and record keeping • PC literacy - MS Word, Excel, email, internet • knowledge of alternative dispute resolution principles and methods – desirable • conciliation skills - desirable
Qualifications and experience	<ul style="list-style-type: none"> • tertiary degree or equivalent qualification • relevant Alternative Dispute Resolution experience • experience in customer service or a call centre – desirable
Personal	<ul style="list-style-type: none"> • high degree of independence, maturity and initiative

attributes	<ul style="list-style-type: none">• ability to handle challenging questions and difficult stakeholders• ability to manage time and prioritise work• be flexible, adaptable and open to change• demonstrate the TIO core values and behaviours.
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Further considerations

Confidentiality

This position is bound by strict confidentiality requirements and must ensure that the confidentiality and privacy of the individual consumer and staff member is respected and maintained at all times. Any breach of confidentiality may result in dismissal.

Equal Opportunity

The office of the TIO is an equal opportunity employer and promotes diversity, equality and a harassment free work place. Applications from people with a disability are encouraged.