

## **POSITION DESCRIPTION**

**POSITION:**                      **CONCILIATOR**

**REPORTING TO:**                **CONCILIATION TEAM MANAGER (CTM)**

### **RESPONSIBILITIES:**

The role of Conciliator reports to a Conciliation Team Manager (CTM) and handles the receipt, investigation and resolution of complaints from customers about electricity, gas (natural and liquid petroleum) and water. On average each Conciliator will be managing about 38 complaints from receipt to resolution in line with documented case handling policies and processes, to ensure achievement of complaint related key performance indicators.

The majority of complaints are received and progressed over the telephone although most complaints also generate written correspondence.

### **DUTIES:**

- Investigate and facilitate the resolution of complaints from customers about electricity, gas and water providers by managing a caseload of around 38 complaint investigations. Do this in line with EWOV complaint handling policies and processes focusing on efficient and effective progression and resolution.
- Deal with overflow customer telephone enquiries concerning electricity, gas and water issues as required, and in a highly professional manner and in accordance with EWOV policy and procedure. Enquiries will mostly involve helping the customer contact an area of the electricity, gas or water company/ authority (scheme participant of the EWOV), which has the necessary authority to deal with the problem.
- Input full details of each customer contact and subsequent actions on file directly into the case management system (Resolve) and maintain high standards of data integrity.
- Prepare letters to customers, scheme participants, other bodies as required, using a package of standard letters suitably adapted as required, for each case. Develop and use other correspondence to complement existing standard letters in the case management system.
- Proactively seek advice from Complex Case Managers and other staff members on complex, difficult or sensitive cases, where appropriate.
- Ensure regular follow-up of complaints, including contact with scheme participants and customers every 14 days, and if required, make recommendations to your CTM about complaint upgrades.

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- Participate in EWOV's learning and development program and actively pursue individual development plans.
- Identify possible systemic issues and notify the EWOV staff member responsible for systemic issues in line with EWOV policy and process.
- Undertake additional tasks as directed by your CTM including but not limited to:
  - participation in regional visits which may involve overnight stays
  - quality assessment work to support quality team outcomes
  - attendance at EWOV functions, some of which may be outside normal business hours

### **KEY SELECTION CRITERIA:**

- Excellent written and verbal communication skills including highly developed listening skills
- The ability to establish a rapport with customers over the phone and a genuine desire and ability to assist in resolving customers' disputes with scheme participants
- Demonstrated excellent investigation and negotiation skills
- Highly developed open, analytical and lateral thinking and problem solving skills
- Developed understanding of the key principles of alternative dispute resolution including a working understanding of independence
- Excellent time management and administrative skills with the ability to assess, prioritise and complete set tasks
- Ability to work as part of a small close knit and professional team in a way that supports and promotes EWOV's cultural values and supports the achievement of organisational objectives
- Initiative and willingness to undertake extra tasks as required and requested
- High level of PC literacy working in a Windows environment
- Tertiary qualification (desirable but not essential).

### **ADDITIONAL INFORMATION:**

The emphasis of the Conciliator's work is on facilitating a conciliated outcome.

Conciliators are bound by strict confidentiality requirements and must sign a confidentiality agreement upon commencement of employment.

Conciliators must not have any conflicts of interest in carrying out the role.

Targeted initial and ongoing training will be provided.

**EQUAL OPPORTUNITY**

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

**HEALTH AND SAFETY**

EWOV is a smoke free workplace.

**PROFESSIONAL IMAGE**

EWOV has a professional image policy that all staff adhere to.

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June 2009