

POSITION DESCRIPTION

POSITION: **INTAKE OFFICER**

REPORTING TO: **INTAKE TEAM MANAGER (ITM)**

RESPONSIBILITIES:

The role of Intake Officer reports to an Intake Team Manager (ITM) and handles the receipt of and processing of enquiries from customers, mostly by phone. The Intake Officer refers cases for investigation to the Conciliators and works on the preparation of initial correspondence to customers under direction.

DUTIES:

- Deal with customer telephone enquiries concerning electricity, gas and water problems in a highly professional manner and in accordance with EWOV policy and procedures.
- Enquiries will mostly involve helping the customer contact an area of the electricity, gas or water company (EWOV scheme participants), which has the necessary authority to deal with the problem. Some enquiries received in writing will need to be responded to by email, letter or facsimile.
- Refer customers (with cases under investigation) through to the appropriate Conciliator, or if not immediately available, record and send details by email.
- Input full details of the customer's initial contact and Intake Officer actions directly into the case management system (Resolve).
- Undertake a regular check of the accuracy of case entry on Resolve under direction of the ITM.
- Prepare standard acknowledgement letters to customers and scheme participants under direction of the ITM.
- Undertake additional case related tasks under direction of the ITM when not occupied with enquiries/acknowledgement letters.
- Proactively seek advice from the ITM or Conciliators regarding complex customer enquiries or difficult or sensitive calls, where appropriate.

KEY SELECTION CRITERIA:

- Excellent verbal and written communication skills.
- The ability to establish a rapport with customers over the phone and a genuine desire and ability to assist in resolving customers' enquiries with scheme participants.
- Good listening skills.
- Excellent time management and administrative skills to enable processing of a large number of customer enquiries with speed, accuracy and efficiency.
- Ability to work according to, and understand the concept of independence.
- Ability to work as part of a small close knit and professional team.
- Computer literacy – Windows environment.
- Typing proficiency.
- Tertiary qualification (desirable but not essential).

ADDITIONAL INFORMATION:

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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