

POSITION DESCRIPTION

Position: Investigator

Reporting to: Investigations Team Manager

Position overview: Investigators handle the receipt, investigation and resolution of complaints from customers about electricity, gas and water. We apply a fair and reasonable investigative approach to all our work to ensure we are accessible, independent, fair, accountable, efficient and effective.

Responsibilities

Case handling

- Utilise alternative dispute resolution skills to facilitate the timely resolution of complaints from consumers about electricity, gas and water providers
- Efficiently identify key issues arising from a complaint, gather relevant information and determine an appropriate outcome using EWOV's fair and reasonable framework and position statements.
- Prepare quality correspondence to consumers, scheme participants, other bodies, communicating EWOV's investigation and position clearly and plainly. Prepare written assessments communicating a fair and reasonable outcome to the complaint
- Ensure the application of procedures and decision making is fair
- Provide excellent customer service by dealing with matters in a highly professional manner and working efficiently to facilitate resolutions. Identify and respond sensitively to consumers experiencing vulnerability. Effectively manage consumer and Scheme Participant expectations throughout the process
- Maintain a record of consumer and scheme participant contacts and subsequent actions in EWOV's case management system and uphold high standards of data integrity
- Participate in EWOV's learning and development program and actively engage in agreed activities that work toward your individual development
- Maintain the independence of EWOV in all casework and interactions with consumers and scheme participants
- Ensure accessibility to all parties through effective time management and flexible communication practices
- As part of the broader EWOV team embrace a continuous improvement mindset and practices
- Ensure appropriate referrals are made to internal and external parties where required in a timely manner

Teamwork and accountability

- Proactively manage performance targets for case handling. Seek advice from colleagues, Team Manager, and other staff where appropriate to progress complaints
- Identify and notify the Insights and Engagement colleagues and TM of potential systemic issues
- Through initiative and a flexible approach, undertake other tasks as required to assist EWOV achieve its organisational goals including but not limited to:
 - assisting the Service Team during peak periods
 - participation in outreach activities, including regional visits
 - involvement in projects and initiatives to improve the effectiveness of our services
- Actively engage in relevant self-care and wellbeing support mechanisms, including manager debriefs, EAP support and self-care strategies

Key Selection Criteria

- Demonstrated experience in alternative dispute resolution, investigations and/or case management
- Highly developed analytical and critical thinking skills, including demonstrated ability to identify and assess key issues, seek required information, apply relevant considerations and make sound evidence-based decisions
- Excellent written and verbal communication skills, including demonstrated ability to summarise issues and communicate outcomes clearly and logically
- Ability to apply initiative and have an inquisitive and flexible approach
- Demonstrated ability to work autonomously, using excellent time management skills to assess competing priorities and successfully manage a busy caseload to meet performance targets
- High level of professionalism, resilience and empathy to handle challenging interactions
- Knowledge of, or the ability to rapidly acquire knowledge of, the electricity, gas and water regulatory/legislative framework
- Ability to understand and work according to the concept of independence
- Ability to work as part of a close knit and professional team in a way that supports and promotes EWOV's Cultural Values and supports the achievement of organisational objectives
- Tertiary qualification in a relevant discipline (highly desirable)

Additional Information

EWOV staff are bound by confidentiality requirements and must sign a confidentiality agreement upon commencement of employment.

EWOV staff are required to raise any conflicts of interest in accordance with EWOVs Code of Conduct Policy and Procedure.

Equal Opportunity

EWOV is an equal opportunity employer and promotes a safe and healthy, inclusive workplace.
