

POSITION DESCRIPTION

Position: Service Officer

October 2024

Reporting to: Service Team Lead

Position overview: The Dispute Resolution Team receives and resolves complaints from consumers about electricity, gas, and water providers. We are comprised of a service team (handling initial enquiries, referrals, and complaints through, phone, email and WebChat, resolving straightforward matters) and an investigations team (resolving matters through conciliation and investigations). We apply a fair and reasonable approach to all our work to ensure we are accessible, independent, fair, accountable, efficient, and effective.

The Service Officer role works within the Service Team and manages incoming contacts from Victorian consumers regarding their energy and water problems. Our Service Officers use their expert customer service skills and industry knowledge to answer consumer queries and raise complaint referrals to energy and water providers. Service Officers also assist in handling complaints not resolved by referral and may escalate to our Investigations team if required.

EWOV's Cultural Values: We have the courage to do the right thing; We aim high; We are creative; Together, we are different. Our cultural values set out the way we come together to work. They set our expectations for behaviour at all levels, including senior leadership, managers and staff. We test our decisions and our behaviours against our values at every level.

Responsibilities

The Service Offer role is responsible and accountable for, but not limited to, the following tasks:

Managing consumer contacts & referrals

- Manage incoming contacts from consumers across a multi-channel environment (including phone, email, webchat & webform).
- Assist consumers in a highly professional manner with a focus on excellent customer service.
- Appropriately handle consumer contacts in accordance with EWOV's jurisdiction, policies and procedures, ensuring risk, hardship or vulnerability is identified where applicable.
- Seek to identify and clearly understand the complaint to assist the consumer in resolving issues with their provider.
- Prepare complaint referrals by capturing relevant information and complaint issues.
- Record full details of each consumer engagement and record subsequent actions into the case management system (Salesforce) and maintain high standards of data integrity.
- Refer customers to the Investigation Team if the complaint remains unresolved following the referral process.

- Prepare notifications to consumers and providers under the direction of the Team Lead (TL) and Team Manager (TM).
- Proactively seek advice from or escalate issues to the TL, TM, Investigators or other internal stakeholders for complex, difficult or sensitive enquiries, as required.
- Provide all stakeholders with advice and solutions that meet the EWOV standards for independence and in accordance with the EWOV Charter.
- Contribute to the achievement of team KPIs by ensuring individual KPIs are achieved.
- Adhere to EWOV's complaint handling policies and processes, focusing on efficient and effective progression and resolution.
- Participate in EWOV's learning and development program and actively pursue individual development plans.
- Effectively manage consumer expectations by ensuring their knowledge is up-to-date and accurate across:
 - all relevant EWOV policy, processes and procedures; and
 - industry issues and regulatory frameworks.
- Identify and notify the Systemic Issues and Policy Specialist and TL of potential systemic issues

Working with stakeholders

- Participate in meetings/training with energy and water providers as required
- Represent EWOV in a professional manner and in accordance with EWOV policies and procedures

Teamwork

- Contribute to a team culture that is respectful, collaborative, diverse and inclusive.
- Be flexible and undertake extra tasks as required to assist EWOV in achieving its organisational goals
- Other duties as directed or reasonably expected

Key selection criteria

- Ability to manage workload and set priorities, to ensure that tasks are completed within specified timeframe
- Working knowledge of the Victorian energy and water sectors, MS Word, Excel, Outlook, PowerPoint, and Salesforce
- Demonstrated ability to handle calls and assist customers to resolve their complaints in a fast-paced environment,
- Ability to work well under pressure and maintain high levels of composure and resilience
- Excellent verbal and written communication skills including highly developed listening skills
- Excellent time management and administrative skills to enable processing of a large number of customer enquiries with speed, accuracy, and efficiency
- A genuine desire and ability to assist in resolving customers' enquiries with scheme participants

- Strong team player with the 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
- Excellent attention to detail, apply sound independent judgement and accurate record keeping
- Relevant tertiary qualifications or demonstrated work experience

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 EWOV's Code of Conduct Policy and Procedure.

Equal opportunity

EWOV is dedicated to representing the diverse Victorian community we serve. Our teams encompass people of all ages, cultures, abilities, sexual orientation and gender identities. As an equal opportunity employer, we are committed to fostering a safe, healthy, and harassment-free workplace for everyone.