



<b>Title</b>	<b>Early Resolution Officer (ERO)</b>		
<b>Department</b>	Dispute Resolution	<b>Team</b>	Early Resolution
<b>Reports to</b>	Dispute Resolution Lead – Early Resolution Team		
<b>Direct reports</b>	Nil		
<b>Date Prepared</b>	April 2025		

## Position Summary

The role of the **Early Resolution Officer** is to receive, document and resolve complaints by identifying issues, assessing, and providing appropriate referrals, in line with the regulatory framework and EWON’s complaint handling policies and processes.

This role requires a customer service professional with advanced interpersonal skills, the ability to work in a high-volume environment and a demonstrated commitment to taking an independent and customer focused approach to consumer enquiries and complaints.

## Accountabilities

### *Customer Enquiries and Case Management*

- Respond to customer enquiries and complaints and record complaints clearly and accurately in the case management system
- Assess jurisdiction of enquiry scope of review requesting supporting documentation when necessary.
- Identify appropriate actions to resolve individual cases, including referrals or reviews by others.
- Identify complaint and customer feedback trends, flag serious, sensitive or systemic complaints to line manager.
- Escalate all unresolved issues/complaints to the line manager, participate in peer review and prepare appropriately for review meetings.
- Ensure the principles of procedural fairness and acting independently without bias is followed.
- Understand the perspectives of customers and providers (concerns and needs) and effectively manage customer expectations and provide relevant information.
- Manage the referral process for complaints which are outside EWON’s jurisdiction, or for which there are appropriate alternative avenues of recourse.
- Establish and maintain accurate, appropriate and timely records and ensure data meets all quality assurance standards.
- Manage conflict and challenging situations where individuals are distressed/emotionally distraught, experiencing other communication challenges, or where the customer is dissatisfied.
- Ensure alignment with the six Industry CDR Benchmarks - accessibility, independence, fairness, accountability, efficiency, and effectiveness.

### *Compliance & Safety*

- Demonstrate an active commitment to WHS and compliance with legislation:
  - Take reasonable care for their own health and safety and others
  - Attend WHS training as required by EWON
  - Complies with any reasonable instructions, policies and procedures given by EWON.
- Maintain and update required job specific and specialist knowledge.

- Seeks and accepts feedback, coaching and support including participation of required EWON training.
- Undertake other tasks as reasonably requested to support business needs, across the Investigations Team and EWON.

### Key Behavioural Capabilities

<b>Personal Effectiveness</b>	Displays resilience
	Acts with integrity
	Demonstrates accountability
	Values diversity, equity and inclusion
<b>Business Results</b>	Delivers results
	Plans and prioritises
	Implements innovative solutions
	Demonstrates agility and effective decision making
<b>Relationships</b>	Communicates effectively
	Commits to service excellence
	Works collaboratively
	Influences and negotiates

### Qualifications, Skills and Experience

- Previous experience in a high volume, customer focused dispute or complaints handling environment.
- Experience working with processes and using customer management systems.
- Demonstrated ability to analyse general and technical complaint information and take a solution focused approach to problem solving.
- Excellent written and verbal communication skills with the ability to relay information clearly and accurately with logical reasoning.
- Demonstrated ability to work independently as well as in a team environment, with the ability to manage competing tasks and meet deadlines.
- Demonstrated high level of resilience, is positive and flexible to all facets of work.
- Effective computer literacy with intermediate level of skills in Microsoft Office applications.

#### *Desirable*

- Qualification or certification in a relevant discipline.
- Experience with diverse community groups and the ability to respond to specific needs effectively and sensitively when communicating with vulnerable and disadvantaged people.
- Knowledge of, or the ability to rapidly acquire knowledge of, the electricity, gas and water regulatory/legislative framework.