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| Title | Conciliator | | |
| Department | Dispute Resolution | Team | Conciliation Team |
| Reports to | Dispute Resolution Lead | | |
| Direct Reports | Nil | | |
| Date Prepared | February 2025 | | |

Position Summary

The role of the Conciliator is to record, assess, conciliate and/or investigate to resolve short-term or mid-complexity complaints, in line with the regulatory framework and EWON's complaint handling policies and processes.

Accountabilities

Case Management

- Triage and escalate complaints appropriately and conduct investigations where required
- Record complaints clearly and accurately in the case management system
- 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

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

Qualifications, Skills and Experience

- Previous experience in a 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
- Qualification or certification in a relevant discipline.

Desirable

- 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.