



Position Description

Title	Investigations Officer		
Department	Dispute Resolution	Team	Investigations
Reports to	Dispute Resolution Lead, Investigations		
Direct reports	Nil		
Date Prepared	February 2025		

Position Summary

The role of the **Investigations Officer** is to investigate, record and resolve escalated, high complexity or longer-term complaints in line with the regulatory framework and EWON's complaint handling policies and processes.

The Investigations Officer is required to utilise alternative dispute resolution practices with customers and providers, and ensure customers receive the highest level of customer service through the process of the investigation.

Accountabilities

Complaint Investigation and Case Management

- Investigate escalated complaints by identifying key issues, conducting research and gathering relevant information to determine appropriate outcomes
- Prepare written correspondence including detailed technical assessments to be provided to consumers, providers and other relevant parties to proactively manage complaints
- 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

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 working in a complex, customer focused complaints handling environment
- Experience working with processes and using customer management systems
- Demonstrated ability to analyse complex 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