

Triage Officer (two part time roles)

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN • Docklands VIC
3008



Base pay

\$42,083 - \$70,138



Work type

Part Time



Contract type

Permanent

Perks

WORK - LIFE BALANCE

Skills

MICROSOFT OUTLOOK

MICROSOFT WORD

ARRANGEMENTS

INTRANET

Full job description

- Two part-time permanent positions in a Telecommunications NFP
- Competitive remuneration with 28 days annual leave (pro rata)
- Docklands Melbourne based roles, close to public transport

About the Telecommunications Industry Ombudsman (TIO)

The TIO is one of the highest volume complaint resolution bodies in Australia. We provide a fair, independent, and accessible external dispute resolution service. Our service is free for residential consumers and small businesses who have an unresolved complaint about their phone or internet service. Please visit our website www.tio.com.au/about-us

Our Values

Together we **DREAM**. That is, together, we Dare to be great, Respect and inspire, Evolve and grow, Appreciate and celebrate, and Make it easy.

Your role

These positions are permanent, part-time (0.6 FTE) roles as TIO employees.

Job details



Date posted

20 Jun 2021



Expired On

23 Jun 2021



Category

Admin & Office Support



Occupation

Administration Assistants



Base pay

\$42,083 - \$70,138



Contract type

Permanent



Work type

Part Time



Job mode

Standard/Business hours



Work Authorisation

AUSTRALIAN CITIZEN /
PERMANENT RESIDENT

You will report to the Triage Team Leader.

The Triage Officer is a key role in assisting customers resolving their complaints, by providing a seamless transfer from Early Resolution to either our fast track process or Dispute Resolution. This role is primarily responsible for analysing customer complaints to determine the best course of action, ensuring all appropriate information has been provided to allow progression of a complaint, and monitoring activity for certain classes of complaint. The Triage Officer will also speak to some more vulnerable consumers to make sure their complaints are resolved.

When performing their duties, a Triage Officer uses their knowledge of telecommunications industry products and services, their knowledge and application of legal principles and good industry practice.

Your skills and experience:

Among other things, for this role, we are looking for people with the following characteristics:

- An understanding of the concept of independence and an inherent sense of fairness
- An understanding of the importance of accurate record keeping
- Demonstrated ability to analyse information and identify issues
- Excellent time management skills and ability to meet benchmarks/performance indicators
- Experience in customer service or complaint handling, including working with people who may be feeling stressed
- PC literacy including the effective use of the following applications: MS Word, Outlook, Internet and Intranet system

Why work with us?

- Flexible working arrangements and a positive work/life balance
- The option to purchase additional annual Leave, up to 2 weeks per year (pro rata)
- 28 days annual leave (pro rata)

To Apply

The TIO respects and welcomes all kinds of diversities and is absolutely committed to being inclusive. We recruit, develop, compensate, and promote people regardless of ethnicity, religion, national origin, gender, sex, sexuality, intersex variation, disability, age, and life experience. We encourage our employees to bring their authentic selves to work because we celebrate all our differences, support it, and thrive on it. This is how we dream and grow together.

We know that this means some people may want to have a confidential chat before they apply – to discuss things like their pronouns or how we can better support their application. If this sounds like you, please reach out to us on

careers@tio.com.au and someone will contact you. Please understand, they may not be able to answer specific questions about the role, but they can help you navigate our process.

Applications are via the TIO job board and must include your resume, and a cover letter including the below:

- What has motivated you to apply for the TIO Triage Officer role?
- Please summarise how you feel you meet the Person Specifications (as defined in the position description)

For a detailed position description please paste this link into the browser
<https://bit.ly/3gY09TK>

If you have any questions regarding this role, please email careers@tio.com.au

Applications close 11:55 pm Sunday, 16 May 2021

LGBTI Jobs is Australia's national job board dedicated to assisting Lesbian, Gay, Transgender, Transexual graduates and jobseekers connect with organisations actively engaged in LGBTI inclusion initiatives.