

<b>ROLE</b>	<b>Senior Conciliator</b>
<b>REPORTS TO</b>	<b>Operations Manager</b>
<b>DATE</b>	<b>January 2014</b>

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## **ABOUT THE PTO**

The Public Transport Ombudsman Limited (PTO) has been established as a free, confidential and impartial alternative dispute resolution scheme. It is available to people who use or are affected by the public passenger transport services, or public transport-related activities of the public transport operators. It operates in line with the National Benchmarks for Industry-based, customer dispute resolution schemes.

The aim of the scheme is to resolve complaints independently, effectively and efficiently, taking into account:

- current laws, guidelines and regulations; and
  - good industry practice;
- to achieve a fair and reasonable outcome for both the person making the complaint and for the public transport operators.

## **ROLE RESPONSIBILITIES**

The role of Senior Conciliator reports to the Operations Manager and handles the receipt, investigation and resolution of complaints, including complex complaints, from commuters or those affected by the service provided by Victoria's public transport operators and related organisations which are members of the PTO.

A Senior Conciliator manages a range of non-complex and complex complaints from receipt to resolution in accordance with documented case handling policies and procedures, to ensure achievement of complaint-related performance targets. The emphasis of the PTO's investigations is on facilitating informal investigations with conciliated outcomes.

The majority of complaints are received and progressed over the telephone although most complaints also generate written correspondence.

This role requires limited supervision by the Operations Manager.

## **TASKS**

The Senior Conciliator's role encompasses:

- Undertaking efficient and effective complaint investigations and assisting parties to resolve complaints, including complex complaints, through the use of conciliation and other dispute resolution techniques, in line with PTO complaint handling policies and processes.
- Managing customer telephone calls about public transport and related issues as required, in accordance with PTO policy and procedure, involving providing general information to the customer about the issue, their rights and responsibilities and referring the customer to the appropriate company/agency which has the necessary authority to deal with the issue.
- Inputting full details of each customer contact and subsequent actions directly into the case management system (Resolve) and maintain high standards of data integrity.

- Preparing letters to customers, members and other bodies as required, using standard letters customised as required for each case and developing other correspondence to complement existing standard letters in the case management system.
- Preparing case reports and summaries for the Operations Manager.
- Proactively seeking advice from the Conciliator Legal and the Operations Manager about complex, difficult or sensitive cases.
- Providing advice to Conciliators about non-complex and sensitive case issues.
- Implementing actions to address concerns regarding member and customer participation when this is affecting investigation progression.
- Participating in the PTO's learning and development program and actively pursuing individual development opportunities.
- Identifying potential systemic issues, articulating the causes and impacts and notifying the Operations Manager in line with the PTO's systemic issue policy and process.
- Participating in the monthly data quality process.
- Undertaking additional tasks, including research about public transport and dispute resolution, and provide input into the development of internal policies and processes.

## **ACCOUNTABILITIES**

- Ensure regular follow-up of complaints, including contact with customers and members every 14 days.
- Deliver professional and high quality customer service in all contacts with customers, members and stakeholders.
- Manage investigations in line with performance targets:
  - 60% resolved in 45 days
  - 75% resolved in 60 days
  - 95% resolved in 90 days.
- Meet PTO Guarantee of Service commitments.
- Maintain accurate and appropriate records for all stages of all cases.

## **RELATIONSHIPS**

All PTO officers liaise with a range of persons at all levels within the community, public transport operators, government and other organisations. In addition, PTO officers may be asked to represent the office at meetings, seminars and conferences, and to participate in PTO educational, outreach and promotion activities.

All PTO officers support and promote the PTO's Cultural Values throughout all aspects of the individual's role at the PTO, including all internal and external relationships

## **KEY SELECTION CRITERIA**

- High level of understanding of the role of an independent industry-based ombudsman scheme, administrative investigations, the key principles of alternative dispute resolution and the working application of independence.
- Sustained high performance in a complaint handling role with demonstrated investigation and negotiation proficiency resulting in the progression of complex investigations, including the ability and preparedness to present resolution options that are 'outside the square'.
- Demonstrated ability to work autonomously and have initiative.

- Demonstrated rapport-building, high level verbal communications and customer service skills, including confidence in dealing with a wide range of people, tasks and issues.
- Demonstrated high level analytical, lateral thinking and problem-solving skills including the ability to present this information with clarity verbally and in writing.
- Demonstrated high-level organisational, time management and administrative skills, including an ability to prioritise work and meet deadlines.
- Capacity to develop suggestions to improve the speed of complaint investigations.
- Sustained high performance working as a member of a small, professional team in a way that supports the PTO's vision, mission, values and organisational objectives.
- Demonstrated experience and high level PC literacy skills using the Windows Operating System
- Ability to build and maintain effective and professional working relationships with other PTO officers, customers, members and stakeholders.
- Experience in presenting to external groups and meetings.
- A relevant tertiary qualification (e.g. in alternative dispute resolution, law, public relations/communications, social sciences) is highly desirable but not essential.
- Experience in customer service (including in a service industry), complaints handling and alternative dispute resolution.
- A keen interest in public transport, including a knowledge of (or a capacity to quickly obtain a knowledge of) public transport in Victoria.

#### **ADDITIONAL INFORMATION**

The PTO operates in line with the National Privacy Principles and all staff are bound by strict confidentiality requirements and must sign a confidentiality agreement upon commencement of employment.

PTO staff must not have any conflicts of interest in carrying out their role – any potential conflicts of interest must be raised with the Operations Manager or Ombudsman.

Induction and ongoing training will be provided.

#### **EQUAL OPPORTUNITY, HEALTH AND SAFETY**

The PTO is an equal opportunity employer and promotes a safe and healthy, harassment free work-place. The PTO is a smoke-free workplace.

#### **PROFESSIONAL IMAGE**

All PTO staff are expected to present themselves in line with the PTO dress code. An option is business-casual each Friday, with a gold-coin donation to a charity chosen by PTO staff.