

Position Description

Job title: Commercial Services Resolution Coordinator
Date: November 2021
Group: Operations
Location: Auckland, Wellington or Christchurch
Reports to: Operations Manager, Commercial Services

Position Purpose

The Commercial Resolution Coordinator role is accountable for providing high quality, efficient and timely services to commercial clients from different industries and the provision of early dispute resolution/facilitations via phone or in person for Fair Way clients in a professional manner. This will include coordinating and arranging resolution meetings, hearings, mediations etc and providing parties with relevant information to enable an effective alternative dispute resolution for all parties.

Position Dimensions

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| Budget | n/a |
| Staff | No direct staff responsibilities |
| Internal relationships | <ul style="list-style-type: none"> • GM Operations • Operations Manager, Commercial Services • Commercial Services Client Manager • Senior Resolution Practitioners, Resolution Practitioners, Resolution Coordinators • All other Fair Way staff members |
| External relationships | <ul style="list-style-type: none"> • Service members (clients) and their representatives • Customers/consumers • Consumer representative groups (e.g. Citizens Advice Bureau, Community Law Centres, Budget Advisory Services) |

Position Responsibilities

- Develop an understanding of the specific requirements of our various commercial clients. Including our service level obligations, the common terms and phases used in the specific industries to confidently assist clients with any resolution queries.

- Provide clients with a range of options to resolve their dispute, and a consistent high standard of service, in accordance with the “Fair Way way” (of dispute resolution).
- Clear communication of information about Fair Way’s dispute resolution (DR) processes and procedures.
- Gather appropriate information from parties, such as contact details, background to relationship, current situation, documents and evidence or other information relevant to resolving the dispute.
- Liaising and working closely with all other Fair Way staff taking a lead role in problem solving to ensure smooth and seamless transition of cases/disputes through to early dispute resolution, settlement, hearing or withdrawal of the dispute/case.
- Conducting early dispute resolution/facilitations via phone or in person for Fair Way clients in a professional manner.
- Ensure the cultural needs of parties who are entering the dispute resolution process can be met, especially if a Tikanga process is required for Maori.
- Proactively identify and understand customer issues and lead by example to maximise client service focus in the team providing feedback to ensure issues are recognised and addressed promptly.
- Screen and check jobs received to ensure accuracy of inputted data; completeness of file; key issues and priorities are identified and appropriate case management stream is selected.
- Where required referring complaints to Senior Resolution Practitioners and Resolution Practitioners and Facilitators.
- Demonstrate technical competence across the DR business.
- Contribute to recording, retaining and sharing knowledge and expertise relevant to services.
- Contribute to achieving or exceeding the Business Plan objectives.
- Maintain and use the electronic case management system to document interactions with customers. Support Senior Resolution Practitioners and Resolution Practitioners with management of disputes and ensure expectations of all parties to a dispute are clearly understood and managed.
- Actively support business generation strategies and objectives by ensuring billable hours (and time sheets) are recorded correctly to ensure resourcing and management strategies meet the needs of the business.
- Help to identify and implement profit maximisation and cost management strategies.
- Liaise and work closely with all other Fair Way staff taking a lead role in problem solving to ensure smooth and seamless transition of cases/disputes through to early dispute resolution, settlement, hearing or withdrawal of the dispute/case.
- Assist the Senior Resolution Practitioners, Resolution Practitioners and Facilitators in problem solving to ensure smooth and seamless transition of escalated cases to ensure Fair Way’s operational outcomes are achieved.
- Manages the Health and Safety risks associated when arranging parties in resolution.

- Actively participate in Health and Safety in all work-related activities, including keeping up to date with any policy or procedures or important safety messages and practices.
- Seek to ensure yourself and colleagues are safe and raise any Incidents or Hazards as quickly as possible.

Technical capability and experience requirements

- Intermediate customer service and written and verbal communication skills.
- Understanding of dispute resolution, particularly negotiation and facilitation and competence in gaining agreement, problem solving and when to refer disputes through to Senior Resolution Practitioners and Resolution Practitioners.
- Ability to follow broad practice and procedure covered by precedents and policies and subject to managerial direction, working autonomously within clearly defined company policies, principles and objectives.
- Attention to detail, including identifying privacy and health and safety risks as well as responsiveness to important legislative time frames task prioritisation and workflow management skills.
- Resilience and adaptability and the ability to keep the focus on short and long-term goals
- Familiar and competent with data input and case management programmes.
- Use of Outlook internally and externally, electronic case management systems and Word and Excel.

Behavioural requirements

- Understands the importance of people in achieving strategic objectives
- Inspires a sense of purpose; focuses strategically, demonstrates judgement, intelligence and common sense
- Proven resilience and adaptability and the ability to keep the focus on short or long-term goals.
- Creates strong working relationships – values the inputs of others, has empathy with other cultures and viewpoints, puts time and effort into being accessible.
- Is adaptable and can operate confidently with ambiguity.
- Takes accountability and ownership – does not hide behind others or blame others for undesirable outcomes.
- Someone who will live and nurture the Fair Way Resolution brand and story.