

JOB DESCRIPTION – COMPLAINTS MANAGEMENT AND DATA ENTRY OFFICER

Position	Complaints Management and Data Entry Officer
Organization	Consumer Council of Fiji
Tenure	Three Year (Contract)
Duty Station	Suva
Reporting to	Manager Finance & Administration and Manager Alternative Dispute Resolution & Consumer Advisory

1.0 Primary Purpose

To provide conciliation services for dispute resolution and carry out other duties assigned by the Manager ADR & Consumer Advisory. Also responsible for the efficient implementation of the Council's ADR & Consumer Advisory programme in the Central and Eastern divisions. To maintain the Council's Registry and Database and ensure proper record keeping/information dissemination.

2.0 Organizational Context of Position

The Consumer Council of Fiji (CCF) is a statutory body established under the Consumer Council of Fiji Act 1976 (Cap 235). The Council is expected to play a positive role in achieving a market place where consumers are well informed, confident and protected from unlawful, deceptive, misleading or otherwise, objectionable practices. The prime function of the Council is to drive real change for consumers based on these five themes-

- Delivering consumer knowledge, skills and information to all
- Championing and protecting the interests of all consumers
- Assist consumers in resolving complaints with traders and service providers
- Driving change (policy/procedures/practices) to benefit consumers
- Enabling consumers to make responsible choices

3.0 Council's Role

The Council's roles are to:

- Improve consumers' ability to make informed decisions;
- Solve consumer complaints through Alternative Dispute Resolution (ADR), Advisory services and legal representation;
- Advise the Minister on such matters affecting the interests of the consumers;
- Collect, collate and disseminate information in respect of matters affecting the interests of consumers;
- Support or maintain legal proceedings initiated by consumers, where such support is deemed necessary;
- Make representations to the government or to any other persons or organisations on any issues affecting the interests of consumers;
- Conduct research and investigations into matters affecting consumers;
- Provide debt management and consumer credit advisory services to financially illiterate consumers;
- Conduct market surveillance to establish product prices and compliance with product labelling and safety requirements including misrepresentation
- Work in partnership with local, regional and international organizations to identify and understand emerging consumer issues, conduct research and campaign on issues in solidarity to change local and global practices.

4.0 Responsibilities of the Position

The key accountabilities of the Complaints Management and Data Entry Officer are:

4.1 Data Entry & Information Management (Core Function)

- Enter, record and maintain complaints registry and database of the Council on daily basis.
- Transfer data from complaint forms into the Council's database system.
- Type in data provided directly from the Complaints Officers/Manager/Regional Coordinators/etc.
- Verify data by comparing it to source documents.
- Update the existing data accurately.
- Review data for deficiencies or errors and correct any incompatibilities.
- Perform regular backups to ensure data preservation.
- Maintain Manual and Electronic Registry of all Complaints, Issues, & Other Matters assigned by the Division Manager and the CEO.
- Retrieve data from the database or electronic files as requested.
- Provide statistics and reports on request in a timely manner.
- Provide assistance in the Council's publications by providing data and relevant information.
- Provide list of pending complaints to the CEO on a monthly basis.
- Report to ADR Manager with a final report based on database information.

4.2 Complaints Handling and Dispute Resolution

- Carry out consumer advisory and ADR work as assigned by the Manager and CEO.
- Receive and register complaints based on documentary evidence and in-house complaints assessing criterion.
- Assess complaints-based information and evidence provided and then offer appropriate and relevant advice to consumers of all the options available in resolving complaints including referring cases to relevant consumer protection authorities and possible Small Claims Tribunal action if the ADR is unsuccessful.
- Seek clarification and further information via telephone, letters, emails and visits from interested parties and Respondents in order to inform complainant of action taken to resolve complaint.
- Attempt to resolve complaint through ADR processes with traders and service providers for acceptable solutions to both parties.
- If ADR fails, assist consumers in preparation of cases that could be best heard and resolved before the Small Claims Tribunal (SCT).
- Arrange and facilitate, including representation, lodgement and hearing of cases as scheduled by the SCT.
- Inform Manager on the status of complaint issues by providing case studies and statistics of a particular issues in need of reform, policy change or action taken to stop repeated abuse.
- Ensure conclusion of all closed or resolved complaints/cases and issue closure letters accordingly.

4.3 Council's Administrative and Registry Support

- Provide effectively any information stored at the Registry upon request of the Council.
- Check ADR Reports for accuracy.

- Collect monthly reports from all the Divisions (ADR, RPA, Corporate, CIM) and submit to the Registry.
- Ensure all the reports, submissions, journals, books, magazines, periodicals, etc. kept in the Registry are properly catalogued and labelled.
- Secure all the information stored in the registry.
- Ensure easy access of the information kept in the Registry by the staff.
- Record all outgoing resources/materials from the Registry.
- Retain copies of all correspondences received by the Council for record purposes.

4.3 Reporting

- Assist in the preparation of Monthly Reports of the Alternative Dispute and Consumer Advisory Division.
- Assist in the preparation of Quarterly Reports of the Alternative Dispute and Consumer Advisory Division.
- Any other tasks assigned by the Managers and/or CEO.

5.0 Key Selection Criteria

5.1 Qualifications

- A Degree in Computer Studies, Information Systems, Electronic Registry or Database Management.

5.2 Technical Expertise

- A minimum of 2 years' experience in data entry, maintenance of registry and information storage (manual and electronic).
- A commitment to consumer issues and consumer protection laws.
- Good IT skills are required.
- Fluency in at least one of the vernacular languages is desirable.
- Relevant experience in mediation work.
- Should have excellent analytical and research skills.

5.3 Key Skills and Competencies

- Ability to maintain good filing and manual registry system.
- Good oral and written communication skills.
- Able to work under minimum supervision.
- Excellent ADR and negotiation skills.
- Self - starter and independent worker.
- Ability to provide reports in a timely manner.
- Priority setting and organisation skills.
- Ability to keep proper records.
- Ability to make decisions.
- Excellent written and spoken communication skills.
- Ability to work in a high-volume, high-pressure environment.
- Ability to work constructively as an individual and as part of a close-knit team.
- Must be a critical thinker and be able to work independently.
- Ability to multi – task.

- Understanding of Council's obligations to statutory agencies.
- Demonstrated ability to maintain confidentiality and neutrality in a sensitive environment.
- Keeps abreast of current developments in own area of specialization and brings new ideas to the team.

6.0 Contacts

This position has regular contacts with the following organizations:

- Government Ministries/Department
- Relevant Statutory Organizations
- Fiji Competition and Consumer Commission
- Commercial Organizations
- Bureau of Statistics
- Various Traders and Respondents to complaints
- Consumers
- Other Consumer Protection Agencies

7.0 Challenges and Impact on Organization Results

The challenges facing the position holder include the development of effective communication with the consumers and traders. It also requires building relationships with other organizations particularly consumer protection agencies, Government ministries, relevant statutory bodies including the media, traders and service providers for advocacy work.

Other challenges arise from the very tight decision-making deadlines imposed by consumers, media and other stakeholders, and managing Council's involvement in a range of programs which lands on the Council's lap unexpectedly. The incumbent is expected to take a positive approach to these challenges and develop creative/innovative approaches to handle them. Lateral and strategic thinking is often required to come up with effective and achievable approaches. The incumbent needs to be strongly consumer-focused and, frequently needs to prioritize and manage multiple tasks/demands set by circumstances.

The employee is further expected to maintain proper and accurate statistics/data in the Database and the Registry. The information kept in the Registry must be readily available to the users of the Registry. The incumbent needs to be well versed with the sort of information that is kept in the Registry and must be produced as and when required.

8.0 Organisation Structure

Immediate supervisor: Manager Finance & Administration and Manager Alternative Dispute Resolution & Consumer Advisory

Positions Reporting to You	No of Staff Reporting to Them
None	None