

# Australia Jobs Expertini®

## Customer Excellence Associate (EDR Case Manager)

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Company: ING Group

Location: Sydney

Category: other-general

Customer Excellence Associate (EDR Case Manager) **Are you a customer focussed external dispute resolution expert?**

**Showcase your passion for problem solving with ING!**

Customer experience is our DNA. If there's a way to solve a problem for our customers, we'll find it. In particular, we go out of our way to ensure we turn a potentially poor experience into a great one.

As a **Customer Excellence Associate (EDR Case Manager)**, you'll be responsible for managing complex customer complaints, or those raised through External Dispute Resolution (EDR) Schemes. This includes detailed investigations, making recommendations and negotiating with third parties to an acceptable resolution. Agents will also be required to assist customers who require extra care and who are vulnerable.

You will also assist with strengthening ING by providing critical feedback to the business managers when issues are identified through complaint analysis and supporting their remediation.

For the curious, this role requires keeping pace with industry and regulatory changes by referring to the relevant codes, regulatory guides and AFCA guidelines to maintain a working knowledge.

The ideal candidate is inclusive, detail focused, analytical, has strong communication skills and can exercise resilience with ease. From time to time, confrontational conversations can occur with customers and stakeholders. The right candidate enjoys a challenge and exercises professionalism in all interactions.

This close-knit team support one another. We are also passionate about providing a highly effective dispute resolution service where agents are able to collaborate to solve real problems for our customers. In addition, we empower our people to design their own day and manage their case load!

This role can be based in either **Sydney or Wyong**.

### **What you'll do**

End to end management of AFCA and EDR Scheme complaints from lodgement to closure, including detailed investigating, assessing, responding to and resolving the complaint.

Provide proactive and empathetic customer service while assisting customers through the complaints process.

Resolve customer dissatisfaction and restore their banking relationship.

Manage all complaint related communications with customers and their representatives, including customers experiencing vulnerability. This will include holding difficult conversations (verbal and written) where customers may be confrontational or upset.

Seek out original source information and analyse the information to make informed decisions based on evidence

Influence and negotiate to a high level with internal and external stakeholders.

Create and maintain accurate records of complaint activities, agreed actions and next steps.

### **What we're looking for**

Previous experience in an EDR Case Management role within financial services.

Strong understanding of RG271, the Privacy Codes, Banking Code of Practice, ePayments Code & NCCP.

The ability to keep pace with industry and regulatory changes by referring to the relevant codes, regulatory guides and AFCA guidelines and to maintain a sound working knowledge.

An analytical and detailed focus mindset, with excellent investigation skills to assist in both negotiation and recommendation of acceptable resolutions.

Strong interpersonal and communication skills, including the ability to build positive working relationships with internal and external stakeholders.

Experience dealing with vulnerable customer cases and the resilience to handle confrontational conversations in an empathetic and professional manner.

Good judgment and sound problem-solving skills to deal with complex issues requiring investigation, objectivity, sensitivity and discretion.

### **What are the benefits for you?**

Annual rest day - an extra day of leave!

Annual impact day - volunteer to have an impact on the community.

Encouraged work/life balance, with a flexible combination of work from home and work in office.

Open, dynamic and supportive team environment.

Employee Wellbeing Program so that you can be your Best You.

Parental Leave of up to 20 weeks paid leave to eligible employees.

Free onsite parking at our Wyong office with great facilities nearby for Central Coast candidates.

Discounted ING Home Loans and Health Insurance.

Drop everything and learn with over 16,000 professional and personal development courses to choose from.

**Applications will close on Tuesday, the 23rd of April - don't miss out on this opportunity and apply today!**

**Discover what our people have to say about working at ING!**

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## **About Us**

At ING, we want to make life simpler and more worthwhile - for everyone who banks with us, for the people who work with us, and the community at large, too.

When you come to work at ING, you're joining a team where individuality isn't just accepted, it's encouraged. We've built a culture that's fun, friendly and supportive - it's the kind of place where you can be yourself and make the most of whatever you have to offer.

We give people the freedom to think differently, take ownership of their work, and make great things happen. We're here to help you get ahead. And with our global network, there's plenty of scope to take your career in new directions, perhaps even ones you've never considered.

We are all about celebrating success and as a result we are proud to be a WGEA Employer of Choice for Gender Equality and a certified Family Inclusive workplace.

Sound like the kind of place you'd feel at home? We'd love to hear from you.

(One last thing, ING operates a direct talent sourcing model. So no agency introductions, please.)

This role is NSW based. ING's approach to flexible working (FlexING) means you can work 50/50 in office (Wyong or Sydney) and from home

## Still in two minds?

At ING, we know that diversity drives innovation. Research reveals that 60% of women and underrepresented groups may pause at this stage, even after starting their application. Don't miss out on the opportunity to bring your unique perspective to our team - submit your application today!

## Need more?

Contact Sabrina Huynh, Job ID REQ-10071612

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