

## Superannuation Complaints Reporting Specialist

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Company: Unisuper

Location: Melbourne

Category: other-general

**Superannuation Complaints Reporting Specialist Job Description** Are you looking to join a high-performing, award-winning team?e and join our Member & Advice function where our front-line teams help to support our members, in turn creating great retirement outcomes.

Through this focus we have been recognised for our excellence, exceptional customer service and high performance. Be part of our inclusive, passionate team and make a difference with UniSuper. You will be empowered to grow your career and contribute from day one in an organisation that supports your mental, physical, and financial wellbeing. The opportunity

Within our Member & Advice function this position sits within the complaints & Advocacy team. This team are focused on developing a voice of customer, providing strong customer advocacy, whilst managing complaints. This brand new position is a role that will provide you with significant opportunities to make a positive impact on our members. As a

Complaints Reporting & Data Analyst, you will play a pivotal role in ensuring the quality reporting and analysis of member, employer, and external adviser complaints. In addition, key

responsibilities include: Data Review and Analysis: Conduct in-depth analysis of complaint data to identify trends and patterns Classify complaints for root cause analysis Reporting

Requirements: Generate routine and ad-hoc reports for stakeholders Prepare reports for committees, management, and audits Analysis and Insights: Collaborate with cross-functional teams to analyse customer complaints Provide actionable recommendations Process Improvement

and Optimization: Identify opportunities to streamline and improve the customer complaints reporting and analysis process Optimize data workflows and automate tasks Ensure regulatory compliance for complaints reporting Maintain accurate documentation of data sources,

methodologies, and analysis procedures About you Are you ready to make an impact? We're seeking a driven individual who is passionate about trend analysis and utilising data to find solutions. To be shortlisted for this critical position you must have superannuation experience and extensive experience working to RG271 regulations. In addition, you should ideally be able to demonstrate: Effectivemunication: Ability to convey technical info to diverse audiences, including non-technical audiences Attention to Detail: Must be meticulous about data accuracy and quality Analytical & Problem Solving Skills: Previous experience in translatingplex data into actionable insights Data Proficiency: Proficiency in data manipulation and analysis using tools such as SQL, Excel, and statistical software (, R, Python) About UniSuper We believe that the best way to achieve great things is when wee together and collaborate. Therefore, we ask you to be able tomit to 60% of your time in office. UniSuper's high performance culture is supported by a range of benefits that demonstrates ourmitment to ensuring our employees achieve their full potential, thrive, and grow their career with us. These include: A personal development budget of \$1500 to support employees in their professional growth Exceptional parental leave to support employees in balancing their work and family responsibilities Mental physical and financial well-being initiatives At UniSuper, we value and celebrate diversity and inclusion in our workplace, where everybody can thrive. We believe that having a variety of perspectives, backgrounds, interests, abilities, and skills is crucial for delivering great retirement oues for our members. We invite you to apply for the roles that suit your career aspirations, even if you don't meet all the requirements listed. Think Great. Create Great. Job ID 300000680239405

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