

## **REF: 626 SERVICE TECHNICIAN**

### **(LAKEBA)**

#### **Purpose**

This Service Technician (Maritime & Outer Island) is responsible for daily operations and maintenance works, ensuring sustainable, quality and safe drinking water in accordance with WHO standards. S/he reports to the Technical Officer.

#### **Principal Accountabilities**

##### 1. Technical Expertise demonstrated and provided

- Operational plans for the water supply system formulation, development and effective and timely implementation of assisted and ensured.
- Provisioning of continuous supply of good quality and safe drinking water in compliance with WHO standards in the respective designed zone within the time frame provided ensured.
- Satisfied customers through quality service delivery
  - Restoration works following maintenance is carried out in compliance with relevant building standards
    - WAF's accountability to all metered stakeholders in complaints resolution ensured
- Timely and effective implementation of operations provided
- Revenue assurance maintained
  - Minimum water loss ensures increased revenue collections

##### 2. Well informed management through accurate and timely reporting

- Regular accurate reports provided in a timely manner
  - Operations and maintenance reports
  - Complaints resolution
- Operational plans developed and implemented
  - Implementation progress reports are timely and complete

##### 3. Teamwork and cooperation

- Cooperation within the team and greater function / department ensured
  - Cooperation across functions / departments
- Set targets and goals achieved through collaborative work

##### 4. Statutory and operationally compliant unit

- Statutory and regulation compliant
  - Compliance to national regulatory obligations (OHS Act 1996 & Environment Management Act 2005).
- Compliance with standard operational procedures ensured
- Risk compliance ensured

5. Organisation's image and value standards demonstrated and promoted

- Support of the environment aligning deliverables to organisational values and strategic directions ensured
- Organisational values and good corporate and governance practices are complied with in delivering outcomes ensured

### **Knowledge & Experience**

- Certificate in Plumbing
- 3 years of relevant work experience in a similar position
- Group 2 Drivers Licence
- Knowledge of water meter maintenance and meter relocation process
- An ability to work in a team environment
- Ability to make sense of information, and complex situations, getting to the heart of the problem quickly and make effective and timely decisions based on consideration of the facts and alternatives available;
- Familiar with GIS, Gentrack and HRSS.

### **Skills & Abilities**

- Promote team morale and build commitment towards a common aim.
- Identify the important issues and select an established procedure to address the problem

## **Remuneration**

Remuneration will be commensurate with relevant qualifications and experiences.

## **WHERE TO SEND YOUR APPLICATION**

Typed applications must include the curriculum vitae in chronological order and the names of 2 referees with certified copies of relevant certificates and separate application for different positions. Briefly state how you meet the knowledge, experience, skills and abilities for the position applied. **INCOMPLETE & LATE APPLICATIONS WILL NOT BE CONSIDERED. ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.** Applications should be marked "Confidential REF: 626 – Service Technician (Lakeba) and should be received no later than 27 September 2019 and could be:

Mailed to:

The Manager Human Resources      or  
Water Authority of Fiji  
P O Box 1272, Suva.

Hand delivered to:

Human Resources Unit  
Level 3, Manohan Building  
Corner Wainivula & Kings Road Nasinu.