

REF: 627 SERVICE TECHNICIAN (CUSTOMER ACCOUNTS)

(Ba CS Office)

Purpose

The Service Technician Customer Accounts is responsible for ensuring timely meter reading, meter disconnection, resolution of service order and timely update of meter rechecks for their region. This position reports to the Senior Customer Service Representative - Accounts.

Principal Accountabilities

1. Effective and efficient Customer Accounts services supported

- Effective contribution to WAF's goal of revenue optimisation, accurate billing and cost minimisation ensured
- Timely and quality assistance provided to Meter readers - Customer Accounts, particularly with respect to the following:
 - Meter readers assisted with gate lock issues
 - Transporting meter readers to reading locations as scheduled
 - Meter readers assisted with disconnection and conducting timely re-connection in designated metering areas
 - Correspondence and Service order resolved within specified hours
- Timely and successful resolution/completion of the following ensured, maintaining WAF's professionalism at all times:
 - Meter rechecks, special readings and Gentrack complaints within their assigned metering area
 - Customer complaints, disputes and queries
- Timely and effective monitoring, assessment and reporting of Meter readers performance to superiors
 - Effective guidance provided to Meter Readers when performance issues are noted
- Timely updates of meter reading, disconnection and rechecks information provided to superiors for recording purposes
 - Accuracy of information maintained at all times

2. Timely, relevant and compliant reporting

- Quality and timely reports (daily/weekly/monthly etc.) prepared and submitted as and when requested
- Superiors provided with useful information for the purpose of decision making

- Ad-hoc information request by superiors addressed in a timely manner

3. Teamwork and cooperation

- Cooperation within the team and greater function / department encouraged
- Cooperation across functions / departments ensured
- Collaboration and leadership to achieve relevant organisational targets and goals
- Other related duties assigned by the Senior Customer Service Representation - Customer Accounts or any other superior, effectively and efficiently addressed

4. Organisational Values promoted and demonstrated at all times

- 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
- Robust knowledge of water meter maintenance and meter relocation process
- Ability to work long flexible hours
- Physically fit with a can-do attitude to perform the tasks required
- Knowledge of GIS, Gentrack and HRSS
- Proven ability to effectively manage disgruntled customers; effective relationship management capabilities
- Three years of relevant work experience in a similar position

Skills & Abilities

- Promote team morale and build commitment towards a common aim.
- Evaluate the best course of action making appropriate decisions to ensure effective and timely outcomes.
- 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: 627 – Service Technician (Customer Accounts) – Ba CS Office 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.