
WATER AUTHORITY OF FIJI

**REF: 1023 METER READER
CUSTOMER ACCOUNTS
(NATIONAL OFFICE)**

Purpose

The Meter Reader Customer Accounts is responsible for delivering correct and efficient meter reading services as directed by the Technical Officer Customer Accounts; ensuring that the Customer Accounts function optimises revenue and minimises costs. This position reports to the Technical Officer Customer Accounts.

Principal Accountabilities

1. Professional and efficient meter reading services provided
 - Accurate meter reading and recording ensured in accordance with daily meter reading schedule
 - Meters disconnected according to the daily disconnection schedule as provided by the Technical Officer
 - Meters reconnected according to the daily reconnections schedules approved by the Technical Officer
 - Investigation of meters attended to as delegated by the Technical Officer
 - Meters maintained and meter errors repaired and attended to according to the daily maintenance schedule as provided by Technical Officer
 - All records properly documented and filed appropriately for easy and efficient access
 - Full compliance with Standard Operating Procedures and other internal and external requirements maintained at all times
2. Timely, relevant and compliant reporting
 - Quality and timely reports/documents 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 Technical Officer Customer Accounts effectively and efficiently addressed

4. Organisational values upheld and practiced

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

Knowledge & Experience

- Certificate in Plumbing III or Water Fitter Supervisory. Added advantage is Certificate in Sanitary Plumbing
- At least Two years of relevant work experience
- Knowledge of water meter maintenance and meter relocation process and geographical locations.
- Flexible, candidate should be able to work long hours, weekends and work in different geographical locations within the region.
- Be physically fit with a can do attitude to perform the tasks required going the extra mile.

Skills & Abilities

- Contribute to the team improving team effectiveness through personal commitment
- Recognise a problem in a routine task and select the appropriate solution.
- Motivate self to produce outcomes by organising and prioritising your work.

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: 1023 Meter Reader – Customer Accounts (National Office)**” and should be received no later than **3 June 2022** and could be:

Mailed to:

The Manager Human Resources or
Water Authority of Fiji

Hand delivered to:

Human Resources Unit or
Level 3, Manohan Building

Emailed to

hr.recruit@waf.com.fj