
WATER AUTHORITY OF FIJI

**REF: 1024 SERVICE TECHNICIAN
CUSTOMER ACCOUNTS
(NATIONAL OFFICE)**

Purpose

The Service Technician Customer Accounts is responsible for ensuring timely meter reading, meter disconnection, Meter reconnections, resolution of service order and timely update of meter rechecks for their region. This position reports to the Regional Technical Officer.

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
 - Regional Technical Officers assisted on as and when needed basis
 - Correspondence and Service order attended and 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

- Attend to Customer complaints, disputes and queries
 - Timely updates of meter reading, disconnection and rechecks information provided to superiors for recording purposes
 - Coordinate with Customer Accounts CSRs and SCSR at all times for on-time billing
 - 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 III or Water Fitters Supervisory.
- Added advantage is Certificate in Sanitary Plumbing
- At least 2 years of relevant experience
- Class 2 & 4 driving license will be an added advantage
- Robust knowledge of water meter reading, maintenance and meter relocation process
- . Flexible, able to work long hours and in weekends, ability to work in different geographical locations within the region.
- Physically fit with a can-do attitude to perform the tasks required and have leadership skills
- Knowledge of GIS, Gentrack, Meter Or and HRSS
- Proven ability to effectively manage disgruntled customers; effective relationship management capabilities

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: 1024 Service Technician – 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