
WATER AUTHORITY OF FIJI

**REF: 1025 CUSTOMER SERVICE
REPRESENTATIVE
CALL CENTRE
X 4 POSITIONS
(NATIONAL OFFICE)**

Purpose

The Customer Service Representative Call Centre is responsible for performing accurate and efficient call centre function for Water Authority of Fiji's (WAF) customers particularly with respect to professional and timely handling and processing of customer inquiries. The incumbent will also be responsible for delivering administrative support services within the call centre function. This position reports to the Supervisor Call Centre.

Principal Accountabilities

1. Quality and timely customer services provided to WAF's Call Centre function
 - Thorough understanding of and adherence to professional standards requirements of the Customer Charter ensured at all times
 - WAF customer service standards and customer satisfaction targets achieved
 - All calls handled effectively and efficiently
 - Professional presentation with adherence to all WAF customer service standards ensured
 - Total customer satisfaction achieved through appropriate action on all received customer enquiries, requests, application, concerns and complaints
 - All received customer enquiries, requests, application, concerns and complaints escalated appropriately to Supervisor Call Centre and appropriate action taken

with adherence to complaint management standard operating procedure and escalation process.

- Highest WAF's service standards received by customers on all one to one communications. Ensuring that first-contact resolution is always met
- Customers updated on status regarding their customer service requests liaising with all related SBU's and Teams
- WAF's customer service delivery standards maintained at all times
 - Customers updated on status regarding their customer service requests
 - Customer complaints closed when a proper confirmation received from both parties i.e. customer & technicians
 - All faults/complaints from customers logged in a timely manner
 - Technical operations efficiently and appropriately advised of faults and request to fix fault or defects
 - Customers informed on work progress through use of Gentrack and GIS
 - Complaints of any nature, relating to WAF's services dealt with effectively and efficiently
 - Proper transfer and update of customer payments performed with customers advised of standard requirements and criteria's.
- An informed management team; daily reports submitted to management in a timely and effective manner
- Quarterly system and customer services training completed in a timely manner and staff aware of the latest changes / procedures

2. Timely, relevant and compliant reporting

- All internal and external (if any) reporting requirements associated with the outcomes of this role fully understood and correctly executed

- Robust and relevant periodic reports prepared and submitted in a timely manner. This includes daily, weekly measurement reports etc.
- Superiors provided with useful information combined with analysis and interpretation, 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 achieved. This may include participation in community engagement/awareness activities.
- Cooperation across functions / departments is ensured
- Worked collaboratively to achieve the set targets and goals
- Other related duties assigned by the Supervisor Call Centre effectively and efficiently addressed

4. Organisational Values promoted and demonstrated at all times

- Support toward the alignment of 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

- Diploma in Business / Commerce with the following discipline: Accounting/ Economics/ Finance/Management/IT/Front Desk, Marketing & Communication
- At least 2 years' experience in a relevant field
- Excellent customer service and problem resolution skills
- Good understanding of Gentrack system
- Proficiency in Microsoft Office software
- Effective communicator

- Proven ability to work effectively as part of a Team

Skills & Abilities

- Contribute to the team improving team effectiveness through personal commitment
- 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: 1025 Customer Service Representative- Call Centre (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