
WATER AUTHORITY OF FIJI

**REF: 1030 TECHNICAL ASSISTANT
CUSTOMER ACCOUNTS
(CUSTOMER SERVICES OFFICE, LABASA)**

Purpose

The Technical Assistant Customer Accounts is responsible for providing timely support to the Technical Officer to achieve all meter reading goals, outputs and ensuring timeliness in meeting daily targets. This position reports to the Technical Officer.

Principal Accountabilities

- 1. Effective and efficient Customer Accounts management services assisted
- Timely and relevant assistance provided to the Technical Officer to achieve the following:
 - Customer accounts integrity and accuracy maintained at all times
 - Effective coordination with Customer Accounts Meter readers delivered to achieve accurate meter reading and recording of information
 - All meters on the daily schedule are read and recorded and issues efficiently resolved when identified
 - Revenue-generation optimised and revenue leakages minimised through effective monitoring of Customer Accounts' status
 - Disconnection and re-connection of meters communicated by the Technical Officer fully understood and executed within the required timeframe
 - Reconnections efficiently recorded
 - Rechecks efficiently updated in a timely manner
- Correspondences with customers in a timely, professional and transparent manner maintained at all times
 - Effective relationship management applied at all times
 - No fraudulent activity to be practised at all times

- Customer complaints effectively and efficiently addressed in partnership with relevant parties within the Customer Accounts Unit and across WAF
 - WAF's customer complaints management and resolution procedures fully understood, effectively applied and continuously refined
- Correspondence and service orders resolved within specified time frames
- Effective coordination and partnership with Meter Readers to achieve Customer Accounts outcomes ensured
- Required performance levels delivered effectively and efficiently delivered in partnership with Meter readers
- Quality and timely reports to superiors submitted in timely manner
- 2. Timely, relevant and compliant reporting
- Quality and timely daily and other periodic reports prepared and submitted
- 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 Regional Customer Accounts Officer, 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 2 years of relevant experience
- Class 2 & 4 driving license will be an added advantage

- Knowledge of water meter maintenance and meter relocation process and geographical locations.
- Flexible to work in other districts within the region, should be able to walk long, physically fit, able to work extra hours and in weekends.
- Should have a can do attitude to perform the tasks required

Skills & Abilities

- Contribute to the team improving team effectiveness through personal commitment
- Evaluate the best course of action making appropriate decisions to ensure effective and timely outcomes.
- Recognise a problem in a routine task and select the appropriate solution.
- Grow your competence through reflection and seeking learning opportunities
- Utilise time and effort efficiently to complete tasks set by others.

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: 1030 Technical Assistant – Customer Accounts (Customer Services Office, Labasa)” 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