
WATER AUTHORITY OF FIJI

**REF: 1064 CUSTOMER SERVICE
REPRESENTATIVE
CUSTOMER ACCOUNTS
(LAUTOKA CS OFFICE)**

Purpose

The Customer Service Representative Customer Accounts is primarily responsible for processing of raw data into Gentrack software system thereby, delivering efficient customer service to water-meter customers and addressing their queries in an effective and timely manner. The incumbent is also responsible for assisting the Customer Accounts Unit in achieving customer satisfaction level targets, and engage into various table jobs for the day to day operational works. This position reports to the Senior Customer Service Representative Customer Accounts.

Principal Accountabilities

1. Efficient and effective customer accounts service delivery

- 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
- Timely and accurate delivery of the following ensured:
 - Serial number and positions updated correctly
 - Bulk uploading completed accurately with double checks done on dates.
 - One on one validation of worksheets provided by the estimation team conducted accurately
 - All rechecks updated in a timely manner with no crossover in billings
 - Check list updated in a timely manner and submitted to SCSR for validation
 - Customer billing notifications via email and/or mail (Post Fiji)

- Ensuring timely payments for re-connections
- Issuance, of billing statements to customers upon request in a timely manner
- Unbilled customers cleared before month end
 - Effective collaboration with operations personnel ensured to effectively meter challenges such as buried meters, locked gates etc. in order to clear unbilled customers within the required timeframe
- Customers updated on status regarding their accounts upon request
- Service order complaints attended to in a timely professional manner and appropriately managed
 - Timely effective resolution of customer complaints ensured

2. Increase in customer service level

- Professional presentation with adherence to all WAF customer service standards ensured
- Service order complaints attended to in a timely manner
- Accounts flagged for disconnection for lapse of payments by due dates.
- Coordinate and compile reports for water meter disconnections
- Reconnection of meters arranged in a timely manner upon receipt of payments
- Customer correspondence and enquiries attended to within the 120 hours timeframe

3. 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 but is not limited to monthly report on service order, unbilled accounts report and monthly billing process report.
 - 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

4. Teamwork and cooperation

- Cooperation within the team and greater function / department achieved. This may involve participation in community engagement/awareness initiatives
- Cooperation across functions / departments is ensured

- Worked collaboratively to achieve the set targets and goals
 - Other related duties assigned by the Senior Customer Service Representative Customer Accounts, effectively and efficiently addressed
5. Organisational Values upheld 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
- Atleast 2 years' experience in a relevant field
- Excellent customer service and problem resolution skills
- Good understanding of Gentrack system, Meter Or, GIS and HRSS
- Ability to work long flexible hours, and able to work in different districts within the region
- Have a can do attitude

Remuneration

(\$10,960.00 - \$13,700.00)

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: 1064 Customer Service Representative – Customer Accounts (Lautoka CS Office)" and should be received no later than **15 July 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