

POSITION DESCRIPTION

REF 1103: DEBT RECOVERY OFFICER (NATIONAL OFFICE)

Salary Scale	Band 2 (\$14,160.00 - \$17,700.00) per annum	Position Type	Established [3 years]
Structure:	Department:	Finance	
	Sub – Section	Finance	
Reports to:	Team Leader Debt Recovery		
Location:	National Office		

About Our Organisation

The Water Authority of Fiji is a corporate body established under the Water Authority of Fiji Act 2007 to make provision for the effective management and administration of the Water and the sewerage systems.

We are responsible for providing access to quality drinking water and wastewater services to over 154,000 residential and non-residential metered customers in the urban areas of Fiji and also setting up water supply systems in rural areas.

Position Objective

The Debt Recovery officer is responsible for the effective and efficient administration of the WAF debt collection function for water and waste water services debtors. The officer will utilize best practice processes and techniques, as well as WAF policies and procedures, to positively influence and maximize debtors' recovery functions that results in favourable debt turnover trends and implementation of effective debt management tools.. This position reports to Team Leader Debt Management.

Key Accountabilities

1. Effective and efficient management of the debt recovery operations

- Work with the Senior Debt Recovery Officers to improve the collection rate;
- Identify accounts requiring collection agency or legal action;
- Identify problem accounts and provide regular updates of receivables to Team Leader Debt Management;
- Analyze delinquent accounts and prepare report on highest risk accounts including recommendations for resolution;
- Monitor, provide analysis, conclusion and recommendations, present findings to supervisors and suggest actions to be taken when appropriate;
- Record information about financial status of customers and status of collection efforts;
- Confer with customers by telephone or in person to determine reasons for overdue payments;
- Advise customers of necessary actions and strategies for debt repayment;

2. Timely, relevant and compliant reporting

- All internal and external reporting requirements in regards to the store function and inventory management fully understood and correctly executed

- Robust and relevant periodic reports prepared and submitted as and when requested. This includes any daily reports.
- Sort and file correspondence, and perform miscellaneous clerical duties such as answering correspondence and writing reports;
- Provide quality and timely advice as required;
- Maintain bad debt and bad debt recovery records;
- Team Leader Debt Recovery provided with useful information combined with analysis and historical data 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 encouraged
- Cooperation across functions / departments ensured
- Collaboration and leadership to achieve relevant organisational targets and goals
- Other related duties assigned by the Team Leader Debt management effectively and efficiently addressed

5. 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

Position Specification

Competencies

QUALIFICATION REQUIREMENT

- The Applicant must possess a Diploma in Accounting and Finance from a recognise institution with at least two (2) years of relevant experience in the relevant field.

EXPERIENCE, SKILLS, & ABILITIES

- Some knowledge of pipes and fittings.
- Good understanding of relevant accounting/financial concepts and procedures
- Proficient in the use of and/or Microsoft Office Suite (Word, Excel etc.) and relevant inventory software knowledge/experience
- Robust understanding of stock-take procedures and requirements
- Proven ability to work independently and to prioritise work objectives to meet deadlines

WHERE TO SEND YOUR APPLICATION

Typed applications of no more than three (3) pages 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: 1103 – Debt Recovery Officer (National Office)” and should be received no later than **5pm on the 27th January, 2023** and could be:

Mailed to:

The Manager Human Resources
Water Authority of Fiji

or

Hand delivered to:

Human Resources Unit
Level 3, Manohan Building

or

Emailed to:

hr.recruit@waf.com.fj