

POSITION DESCRIPTION

REF 1316 SUPERVISOR CUSTOMER BILLING - LAUTOKA CS OFFICE

Salary Scale	\$23,520.00-\$29,400.00 per annum	Position Type	Established
Structure:	Department:	Customer Experience	
	Sub – Section	Customer Accounts	
Location:	Lautoka CS 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 setting up water supply systems in rural areas.

Position Objective

The Supervisor Customer Billings position is responsible for the effective and efficient management of the Customer Accounts subsection. The incumbent will ensure on time billing to all water and wastewater customers nationally and that targeted deadlines are met on a daily basis with timely disconnection of meters to boost revenue collection. The incumbent will ensure that all worksheets with readings are processed on a timely manner and in accordance with the Billings Policy. Following the guideline of Customer Charter, Billings Policy and relevant SOP's, the incumbent is expected to lead and manage with enthusiasm. This position reports to Head of Customer Billings.

Key Accountabilities

- Planning and execution of invoicing program for the region by cycle.
- Overseeing the invoicing process for the month.
- Monitor the validation process and execute run live.
- Clear the unbilled within the month.
- Ensure that Billings SO is resolved within Customer Charter timeframe.
- Provide report on monthly process, estimation, challenges.
- Administer the recruitment, leaves, counselling, etc for the Billings Unit
- Run trainings for the team on SOPs.
- Develop and implement strategies to reduce estimation, OT, access leave for the unit.
- Plan and execute proper use of WAF resources

- Report on fraudulent activities.
- Ensure to always practise good ethics and work culture.
- Ensure not to take bribe in cash or by kind and report such matter immediately.

Customer Accounts function effectively managed

- Monthly and weekly updates and reports to HOCB on nationwide accounts submitted in a timely manner.
- Quality and timely Management & Board information reports submitted to Manager Customer Services for endorsement.
 - Discussions on and refinement of report content effectively contributed to
- Internal procedures and guidelines including Standard Operating Procedures developed, established, successfully implemented, and continuously refined.
- Annual budget preparation, monitoring and management for the Customer Accounts effectively delivered in consultation with staff and relevant parties.
 - Budgets are realistic.
 - Budgets and associated targets achieved.
- Performance measures for Customer Accounts staff developed and successfully implemented.
- Risk management planning and assessment for the Customer Accounts function effectively delivered in consultation with HOCB.
- Effective relationship management established and maintained at all times.

Customer service and satisfaction level(s) continuously enhanced

- Leadership, in partnership with HOCB, in the development of initiatives to enhance customer service/satisfaction levels ensured.
 - Periodic review of customer service/satisfaction levels delivered alongside recommendations of improvement opportunities.
 - Weekly checks through billing service order subsection
 - Monthly customer satisfaction surveys effectively carried out and reported.
 - Awareness programs effectively assisted through the resolution of billing issues.
- Appropriate customer service and customer satisfaction measurement tools and targets developed, successfully implemented/achieved and continuously refined.

- Special projects delivered within budget, timelines and scope of work, including but not limited to hand-held meter readers and linkage to Gentrack.
- The National Team appropriately assisted and empowered to achieve quality, productivity and performance parameters.
 - Effective monitoring of progress and application of timely and relevant intervention where under-performance is noted, delivered.
- Customer Billings Team's adherence to all WAF customer service standards ensured .
- Service order complaints attended to and effectively addressed in a timely manner .
- Customer complaints investigated and appropriate action taken to close complaints ensured.
- Timely dissemination of accurate Billing statements to customers is ensured.
- Billing statements issued to customers upon request.
- Customers updated on status regarding their accounts upon request.
 - Transparency and professionalism maintained at all times.
- Debt reminder system's successful and timely implementation ensured

Safeguarding revenue optimisation

- Timely and accurate billing notifications is ensured
- Timely and accurate disconnections for unpaid bills carried out

Human capital management

- Effective oversight, coaching, mentoring of Customer Accounts staff delivered
- Training needs for staff effectively monitored in partnership with direct reports and appropriately addressed in consultation with the HR Department
- Relevant performance measures established for staff, timely performance appraisals carried out and action items resolved (supporting both strengths and weaknesses) in consultation with the HR Department and other relevant parties
- Disciplinary actions carried out in consultation with the HR Department and in full compliance with all relevant laws, legislations and internal requirements

Timely, relevant and compliant reporting

- All internal and external (where authorised) reporting requirements in regards to WAF's Customer Billings function fully understood and correctly executed

- Robust and relevant periodic reports (including NFA Levy reports) prepared and submitted as and when requested.
- Superiors provided with useful information combined with analysis and interpretation, for the purpose of decision making
- Ad-hoc information request by superiors and other relevant SBUs addressed in a timely manner

Teamwork and cooperation

- Cooperation within the team and greater function achieved
- Cooperation across functions / departments ensured
- Worked collaboratively to achieve the set targets and goals
- Other related duties assigned by Manager and Chief Customer Officer effectively and efficiently addressed

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

Position Specification

Competencies

QUALIFICATION REQUIREMENT

- Degree or Diploma in Commerce or relevant

EXPERIENCE, SKILLS, & ABILITIES

- Ability to work to deadlines, be highly organized and have the ability to work under pressure.
- Versatility in carrying out obligations
- At least two years' experience in supervisory or management role, in the area of Customer Services for Degree holders and five years' experience for Diploma holders.
- Excellent verbal and written English communication skills

- Proven ability to work to deadlines, be highly organized and have the ability to work under pressure
- Excellent interpersonal and relationship management skills
- Proven solving and strategic thinking abilities
- Proven experience in financial management and revenue optimisation
- Ability to travel as and when required across all three WAF regions

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: 1316 Supervisor Customer Billing– Lautoka CS Office and should be received no later than **5pm on the 8 December 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