

POSITION DESCRIPTION

REF 1332 CUSTOMER EXPERIENCE OFFICER (CUSTOMER HUB) NATIONAL OFFICE

Salary Scale	\$14,868.00- \$18,585.00 per annum	Position Type	Established
Structure:	Department:	Customer Experience SBU	
	Sub – Section	Customer Hub	
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 Customer Service Representative Customer Hub is responsible for performing accurate and efficient Customer Hub 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 Customer Hub function. This position reports to the Supervisor Customer Hub.

Key Accountabilities

1. Quality and timely customer services provided to WAF's Customer Hub 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 Customer Hub 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 Customer Hub 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

Position Specification

Competencies

QUALIFICATION REQUIREMENT

- Tertiary Diploma in Commerce/Communications/Marketing /Engineering /Information System/Science/Public Health/Education/Legal studies/Social Services

EXPERIENCE, SKILLS, & ABILITIES

- At least 1 year 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

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: 1332 Customer Experience Officer (Customer Hub) National Office” and should be received no later than **5pm on 26 January 2024** 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