

## POSITION DESCRIPTION

### REF 1426: SENIOR CUSTOMER EXPERIENCE OFFICER (CUSTOMER HUB) - NATIONAL OFFICE

<b>Salary Scale</b>	\$18,858.00 - \$23,572.50 per annum	<b>Position Type</b>	Established
<b>Structure:</b>	<b>Department:</b>	Customer Experience SBU	
	<b>Sub – Section</b>	Customer Hub	
<b>Location:</b>	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 setting up water supply systems in rural areas.

### Position Objective

The Senior Customer Experience Officer is in charge of providing effective supervision of Customer Hub obligations, ensuring meeting service level objectives and monitoring the calls, complaints, emails and escalation of complaints. This position directly reports to the Supervisor Customer Hub.

The Senior SCXO works closely with management and all customers – handling que management system to optimize performance and increase service levels. Reports are run daily by the team and forwarded to management and all stakeholders ensuring all complaints are being attended to within our time frame. The candidate is also responsible in ensuring calls are being handled professionally and are in accordance to the standard call structure.

### Key Accountabilities

#### **1. Effective management of Customer Hub operations**

- Customer service delivery by supervised personnel is customer focused, efficient and effective.
- WAF's' customer service levels effectively monitored and continuously enhanced.
- innovative initiatives to strengthen customer service delivery delivered.

- Agreed service standards adhered to, quality standards maintained and timely, balanced and specific feedback provided.
- Effective management of Customer Experience personnel
- Efficiency of Customer Experience Reps improved through their performance being measured, evaluated and monitored.
- Training needs identified and communicated to Training Coordinator.
- ensures that there are robust training programs in place for customer service teams. This includes ongoing training on product knowledge, effective communication, and problem-solving skills.
- Relevant training and support received by Customer Experience Reps to improve their knowledge and skills in order to transfer these at the workplace.
- Schedules for CXO prepared and managed, attendance monitored with CXO shifts and breaks accommodated in schedules ensured.
- Customer Experience deliverables aligned with the Corporate Mission.
- Staffing numbers and goals met.
- clearly defining individual employee expectations and accountabilities, fostering a cohesive and accountable team that aligns with our customer service goals and overall organizational objectives
- Monthly performance discussions that provide opportunities for feedback and goal setting conducted and actioned.
- Effective Customer Experience administration aligned to WAF's business objectives.
  
- Smooth running of customer Experience operations ensured through supervision of plans and all relevant customer Experience functions effectively managed.
- Oversight of day-to-day activities of customer Experience agents monitored.
- New business developments proposed operational down time of WAF services etc. managed collaboratively with Customer Services SBU Supervisors.
- Daily/monthly reports compiled and submitted.
- Business processes developed, reviewed and aligned to the Corporate Mission.
- Professional set up & maintenance of Customer Experience office space ensured.
- Highest customer service etiquette maintained at all times.
- Daily/monthly / weekly reports generated and compiled.
- Dashboard for service levels updated daily.

- Daily Operations Plan submitted annually in a timely manner .
- Annual awareness programmes for stakeholder and rural communities conducted effectively and feedback obtained.
- Positive customer Experience satisfaction is achieved and maintained at all times at the required target.
- Possible problems anticipated and contingency plans developed to mitigate/manage risks ensured.
- overseeing the entire customer journey, managing interactions from on-boarding to finalizing new connections.
- Attention to maintaining documentation and records in relation to new connection applications.
- Timely submission of new connection related reports.

## **2. Compliance with requirements of Customer Service Charter**

- Customer Service level achieved.
- Waiting time for the customers reduced.
- Overall supervision of data capture and entry during all customer interactions.
- Correspondences and responses to customers via email, letters, phone calls are documented and maintained.

## **3. Timely, relevant and compliant reporting:**

- All internal and external reporting requirements in regard to the outcomes of this role fully understood and correctly executed.
  - Robust and relevant periodic reports prepared and submitted. This includes weekly, monthly, quarterly and annual progress/ status reports etc.
  - Superiors provided with useful information combined with analysis and interpretation, for the purpose of decision making.
  - Ad-hoc information/reporting requests by superiors addressed in a timely manner.

## **4. Human Capital Management**

- Effective oversight, coaching, mentoring of 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.
- Opportunities that encourage active employee participation provided to staff and team goals and targets achieved.
- Motivational support provided through development and staff recognised and rewarded for their achievements in line with business goals.
- Low staff morale identified and creative ways to make work rewarding implemented.

#### **5. 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 Head of Customer Success & Customer Hub effectively and efficiently addressed

#### **6. Organisational values upheld and practiced**

- 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.
- Handles que management to optimise output at service level maintained
- Support the Supervisor Customer Hub on Customer related issues and risks
- Monitor and assess CXO performances ensuring that WAF Customer Hub operations meet best business practices
- Monitor CXO performances by conducting monthly quality call monitoring and individual training plans
- Ensure correct resource scheduling of CXOs to capture calls and submit reports on cost saving strategies etc.
- Ensure to implement a challenging and fun environment by organizing team activities and regular briefing on any new business developments
- Assist the Supervisor Customer Hub in compiling and submit Customer Hub reports by analysing call trends against set KPI
- Liaise with Supervisor Customer Hub on any new business developments, proposed operational downtimes of WAF services etc.
- Be flexible to work in different sub-section especially in customer care and water carting in case of emergency

## Position Specification

### Competencies

#### **QUALIFICATION & EXPERIENCE REQUIREMENT**

- Tertiary Degree or Diploma in Communication/ Marketing/ Commerce/ Business Management/ Engineering/ Science/ Public Health and Community development/ Education or Information System
- At least 3 years' experience in a relevant field and 1 years in a supervisory role for degree

#### **SKILLS, & ABILITIES**

- Excellent customer service and problem resolution skills
- Good knowledge in the use of Gentrack, GIS and SCADA system
- Good basic understanding of water supply and wastewater systems and process
- Good organizer, able to work to tight responsive deadlines.
- Proficiency in Microsoft Office software
- Effective communicator and excellent interpersonal and relationship management skills
- Strong leadership skills and people management experience
- Valid driver's license with clean driving record.

## **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: 1426 Senior Customer Experience Officer (Customer Hub) – National Office**” and should be received no later than **5pm on 12 July 2024** and could be:

**Mailed to:**

The Manager Human Resources

Water Authority of Fiji

PO Box 1272, Suva

**Hand delivered to:**

or Human Resources Unit

Level 3, Manohan Building

Corner Wainivula & Kings Road

**Emailed to:**

or [hr.recruit@waf.com.fj](mailto:hr.recruit@waf.com.fj)