

## POSITION DESCRIPTION

### REF 1438: LEAD COORDINATOR WATER TANKER SERVICES - NATIONAL

#### OFFICE

<b>Salary Scale</b>	An attractive remuneration package will be offered to the successful candidate	<b>Position Type</b>	Established
<b>Structure:</b>	<b>Department:</b>	Customer Experience SBU	
	<b>Sub – Section:</b>	Customer Success	
<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 Lead Coordinator Water Tanker Services plays a vital role in ensuring that water cart services and Water Tank activities are effectively monitored and efficiently practised. The role is extensive monitoring two (2) major projects (Rural Water Carting & Rainwater harvesting tank subsidy) which is Govt funded. Apart from this, the incumbent will also oversee the smooth operations for metered water carting and tank subsidy for ISA Metered residential tank subsidy scheme.

#### Key Accountabilities

Efficient and Effective Service of Water Carts

- Develop SOP for all process in the unit relating to tank or tankers.
- Conduct awareness and training to the staff members and vendors on all procedures bi-annually.
- Ensure that the procedure is followed at all times and disciplinary action is done for non-performers.
- Prepare budget for all projects, tender papers, decision and information papers for the projects and other tasks in the unit.
- Monitor efficient use of govt budgets and provide monthly report on the expenditure.
- Report all different services provided (paid, rural & disruption).

- Report on total water volume carted and truck cost daily, weekly, monthly, quarterly and yearly.
- Run Gentrack reports on weekly basis and ensure all regions are up to par with deliveries.
- Be available on 24/7 basis during emergencies and urgent situations.
- Conduct audit checks at regional office for the process, filing and accountability standard.
- Attend to other duties that will be advised by MCX or relevant.

#### Efficient and Effective Service of Water Tank subsidies

- Monitor the overall process for all tank-based projects, RWHT, Residential Water Tank Subsidy, Operations tank, hire of tanks for the Authority.
- Run Gentrack report and ensure regions are up to date on deliveries.
- Develop SOPs, policy and conduct training to the staff members.
- Liaise with vendors on the delivery of tanks and their report.
- Ensure all vendors are timely paid.
- Reconcile budget for the projects and clear all abnormalities.
- Update Gentrack on the delivery details and resolve SO.
- Conduct awareness and training in-house and externally.
- Other duties associated with Water Tanks for WAF.

#### **2. Timely, relevant and compliant reporting**

- All internal and external (if any) reporting requirements in relation to the outcomes of this role fully understood and correctly executed.
  - Robust and relevant periodic reports prepared and submitted in a timely manner for, including but not limited to, Executive Management and the Board
  - 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.
- Cooperation across functions / departments ensured.
- Work collaboratively to achieve the set targets and goals.
- Work with other Subunits in Customer Experience unit during emergency

- Other related duties assigned by the Head of Customer Success or equivalent, effectively and efficiently addressed.

#### **4. 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.
- Report on fraudulent activities.

#### **5. Research, Training and Development**

- Conduct quarterly training to in-house and external stakeholders for efficiency.
- Research on new advancements for cost reduction and increased efficiency.
- Invest on personal development and self-growth.
- Conduct awareness in the most affected areas with the Stakeholder engagement team.

### Position Specification

#### Competencies

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

- Diploma or Degree in Commerce/Transport technology or related.
- Three years' experience in coordination in Fleet & Human Management

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

- Proficient with MS Office Suite with good command of English
- Leading contributor individually and as a team member, provide direction and mentor others.
- Good command of conversational iTaukei and/or Hindi
- Membership of an appropriate Professional Institution
- A valid group 2 Or 4 Driver's License with DDC and clean driving record.
- Ability to drive tankers will be added advantage.

## **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: 1438: Lead Coordinator Water Tanker Services– National Office**” and should be received no later than **5pm on 2<sup>nd</sup> August 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)