

## POSITION DESCRIPTION

### REF 1441: WATER TANKER COORDINATOR – NADI CUSTOMER EXPERIENCE

#### 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>	Nadi Customer Experience 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 Water Tanker Coordinator plays a vital role in ensuring that water cart services is efficient and operation are coordinated smoothly in any water disruption. Also, to ensure that clean water is carted to all those villages and settlements who requested for water from non-metered (rural) areas.

#### Key Accountabilities

Efficient and Effective Service of Water Carts

- Liaise with Manager Infrastructure & Service Delivery & Regional Engineer for the areas affected.
- Identify and report risks /fraudulent activities to Lead Coordinator Water Tanker Services.
- Determine the number of customers affected using GIS
- Determine the number of water cart trucks will be utilized.
- Request approval from Operations Manager, Chief & Related.
- Draw out schedule for the areas affected if metered areas.
- Roster staffs accordingly if vast areas are affected.
- Liaise with relevant supervisors on which filling point to use.

- Liaise with plant hire and follow up on PO's
- Place all PO's with the security for all starting mileage to be taken and PO's to be stamp.
- Ensuring that everyone (tallyman, clerks and drivers) have PPE and follow OHS safety rules.
- Coordinates with clerk and head tally man on all trucks movement.
- Contact tallymen frequently and make sure that they conduct sweep strategy.
- Advise corporate communication, Customer Hub and Head of the units for all the schedule and areas affected.
- Report all different services provided (paid, rural & disruption).
- Report on total water volume carted and truck cost daily, weekly, monthly, quarterly and yearly.
- Reconcile Gentrack complaints and ensure timely delivery of services to the customers.
- Be available on 24/7 basis during emergencies.
- Other duties associated with RWC, WC, ISA and Paid Carting.

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

- Receive and process all applications for RWHT and Residential Water Tank subsidy for Metered ISA.
- Reconcile applications with total delivered and provide report.
- Liaise with vendors for delivery of tanks to the right location and collect delivery pictures.
- Update Gentrack on the delivery details and resolve SO.
- Arrange inspection for the delivered tanks and close the SO in Gentrack if conditions are met.
- Review SOP and recommend for changes should needed.
- Conduct awareness and training in-house and externally.
- Reconcile budget for Capex and sort out abnormalities.
- 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 in Commerce/Transport technology or related

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

- Three years' experience in coordination in Fleet & Human Management
- 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.

## **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: 1441: Water Tanker Coordinator– Nadi Customer Experience 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:**

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)