

## POSITION DESCRIPTION

### REF 1453: CLERICAL OFFICER (DMA & DISTRIBUTION NETWORK SERVICES) –

#### LAUTOKA DEPOT

<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>	Operations SBU	
	<b>Sub – Section</b>	DMA & Distribution Network Services	
<b>Location:</b>	Lautoka Depot		

#### 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 Clerical Officer is responsible for providing administrative support to relevant departments- DMA and Operations & maintenance section within Water Authority of Fiji's (WAF) SBUs ensuring that the designated department's functions, projects and outcomes are successfully delivered in compliance with all relevant internal and external requirements. This position reports to the relevant Supervisor and/ or Team Leader Water Operations.

#### Key Accountabilities

- Effective and efficient administrative services and assistance provided
- Office systems, including data management and filing devised and maintained for ease of retrieval and access
- Timely and quality assistance provided to Operations & Maintenance staffs including the Technical Officers, Supervisors and Team Leader Water Operations in the region through efficient and effective logistical support in:
  - Logging of complaints, coordinating complaints resolution with DMA Team & Call Centre and reporting to Team Leader Water Operations

- telephone calls, enquiries and requests on matters relating to Operations SBU in the designated area of responsibility
- assistance in preparation of documents, briefing papers, reports and presentations being prepared and submitted
- All calls handled effectively and correspondences and / or follow up on pending matters/complaints attended to with minimum supervision
- All departmental reports and requirements of organizational reports. Required by management prepared and submitted in a timely and effective manner to Team Leader Water Operations
- Relevant superiors advised and briefed on urgent and priority issues pertaining to the department
- Responsible for preparing the times for the designated SBU in timely manner
- Resources of the department / unit efficiently and effectively arranged, managed and accounted for:
  - petty cash
  - office budget
  - supplies, stationery and inventory
- Effective, clear and efficient communication with internal and external stakeholders (FRA, EFL & TFL) for the purpose of assisting the subsection to achieve its workflow targets ensured
- Collaboration and leadership to achieve relevant organisational targets and goals
- Other related duties assigned by the incumbent's direct supervisor effectively and efficiently addressed
- All internal and external (if any) reporting requirements pertaining to the outcomes of this role fully understood and correctly executed
  - All operations and maintenance complaints are effectively logged, followed up with the DMA Teams, resolved and closed in a timely manner in coordination with National Call Centre
  - Robust and relevant periodic reports prepared and submitted in a timely manner
  - 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
- 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 & EXPERIENCE REQUIREMENT**

- The Applicant must possess Diploma in Business Management or Accounting or Business Administration or a Certificate III / Certificate IV in Office Administration or Front Office Operations with At least 3 year's proven experience in a similar role in a commercial or corporate organization. Experience on complaints management software or tools will be an added advantage
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#### **SKILLS, & ABILITIES**

- Experience on complaints management software or tools and waste & wastewater area of operations will be an added advantage.
- General knowledge of the purpose and operations of essential service providers or utilities.
- Strong administrative experience/skills. Analytical and problem-solving skills.
- Ability to handle complex and unplanned tasks.
- Proven ability to work effectively in a Team.
- Working knowledge as well as experience with MS Office software together with good and timely report writing skills.
- Understanding of Traffic Management Plans and Practices while working within the FRA Carriage Way.
- Understanding Occupational Health and Safety Management Systems (OHSMS) and practices;

## **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: 1453 Clerical Officer (DMA & Distribution Network Services) – Lautoka Depot and should be received no later than **5pm on 30 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)