

SAMOA WATER AUTHORITY

Position Description

Position Title:	Collections Officer
Salary Grade/Rate:	Grade 5 / Step 1
Responsible to:	Team Leader – Billing & Collections
Division:	Commercial Division

Position Overview:

The Collections Officer is primarily responsible for timely follow-up of outstanding customer debts thus ensuring accuracy, confidentiality and proper management of all information and records pertinent to all Collection action taken, as well as input & maintenance of computerised billing & customer information system.


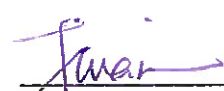
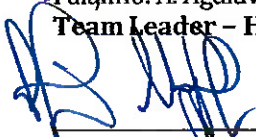
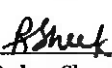
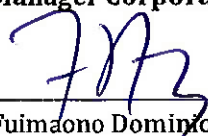
Duties & Responsibilities:

1. Identify overdue accounts for assigned area and initiate steps for debt collection using the most viable means available e.g.: through email, telephone, delinquent notices, or letters of demand and ensure all relevant customer communication is recorded and logged properly
2. Generate, review and update Accounts in Collection listing as well as Service Orders to ensure accuracy before referral to Disconnection/Reconnection team and Legal Consultant through Team Leader on a continuous basis
3. Effectively and efficiently attend to all customers enquiries including counter service and telephone requests and ensure all enquiries are properly recorded.
4. Ensure timely input of collection data to the system and ensure timely update of the most current and accurate customer information as well as continually checking customer accounts for discrepancies & advise Team Leader on necessary action.
5. Generate, sort and log delinquent notices before referring to field team for delivery on a timely basis.
6. Negotiate feasible payment arrangements for customers within existing guidelines/procedures for Manager/supervisor approval
7. Conduct follow-up site visits with customers on payment arrangements and ensure all relevant customer communication is recorded and logged properly on a regular basis.
8. Promptly address and assist with customers who may display challenging behaviours - including early escalation to supervisors where required and when necessary.
9. Ensure all disconnections and reconnections are properly recorded (manual / system) before referral to the Disconnection & Reconnection team.
10. Create an atmosphere of trust with the customers to prevent misunderstandings and future problems.
11. Ensure professionalism by maintaining confidentiality of customer information and debt related records/details.
12. Assist the field team(s) with collection efforts e.g.: mobile collections, disconnections, and delinquent notice delivery.
13. Assist in providing monthly reports on debt collection when required.
14. Complete clerical duties or tasks related to collections and carry out related Office duties when needed from time to time.

Position Requirements:

1. Minimum qualification of a bachelor's degree in commerce or relevant finance related discipline (essential)
2. Must have at least 1 year work experience having worked in a similar position and performing similar duties (essential)
3. Excellent customer service / public relations / communication and negotiation skills (essential)
4. Must be Computer Literate (essential)
5. Must have fine ability to speak and write in both English and Samoan (essential)
6. Good report writing skills (essentials)
7. Ability to plan and organise own work activities (essential)
8. Demonstrate strong work ethics and a pleasant personality (essential)
9. Driver's License (desirable)

All signatures to be completed prior to filing

	Name/Signature	Date
Prepared by:	 Tovaleinuupule Sua Team Leader - Billing & Collections	16/09/24
Reviewed by:	 Faiamio A. Agaiava Team Leader - HRM	16/09/2024
Checked by:	 Alvin Margraf Manager Commercial	15/9/2024
Verified by:	 Ruby Sheck Manager Corporate Management	16/09/2024
Approved by:	 Fuimaono Dominic F. Senwalger Managing Director	12/9/24

