

SAMOA WATER AUTHORITY

Position Description

Position Title:	Meter Reader
Salary Grade/Rate:	Grade 2 / Step 1
Responsible to:	Team Leader - Billing
Division:	Commercial

Position Overview:

Under the supervision of the Team Leader Billing, the Meter Reader is responsible for the effective and accurate reading, recording and distribution of water and wastewater bills to all customers.

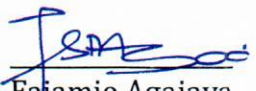
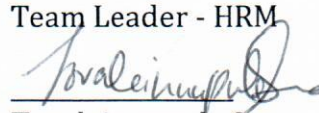
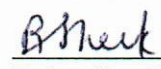

Duties & Responsibilities:

1. Record meter readings for designated areas on a day to day basis as per monthly scheduled or when required.
2. Ensure meter reading lists are properly kept, filled, completed & checked by Senior Meter Reader prior to referral for posting.
3. Ensure bills ready for distributions are kept secured and properly managed.
4. Ensure distributions of water (both metered and flat rates) and wastewater bills for all customers on a timely basis.
5. Prepare and submit progress reports to Senior Meter Reader for the Team Leader's reports.
6. Assist CSO in the recording and reporting of customer complaints.
7. Report any meter faults and leakages on field for referral by Team Leader to Operational Divisions (Rural & Urban)
8. Report any bursts or billing complaints from customers to the Team Leader for appropriate decision and necessary actions.
9. Attend to any other office related duties as directed by Team Leader/Manager from time to time.

Position Requirements:

- Successfully completed PSSC / Samoa School Leaving Certificate with good passes in Maths, English and Samoan. (Essential)
- Some basic understanding of the SWA water supply.
- Must be honest, committed, hard-working and reliable.
- Must have a pleasant personality, good customer service and public relations skills.
- Must have confidence to communicate in both English and Samoan languages (oral and written)
- Must be energetic, physically and mentally fit
- Demonstrated ability to work unsupervised and in a team environment.

All signatures to be completed prior to filing

	Name/Signature	Date
Prepared by:	 Fatamio Agaiava Team Leader - HRM	<u>28/02/2023</u>
Reviewed by:	 Tovaleinuupule Sua Team Leader - Billing	<u>20/2/2023</u>
Verified by:	 Alvin Margraff Manager - Commercial	<u>24/2/23</u>
Checked by:	 Ruby Sheck Manager - CM	<u>24/02/2023</u>
Approved:	 Fuimaono Dominic Schwatger Managing Director	_____

