

SAMOA WATER AUTHORITY

Position Description

Position Title:	Assistant Customer Services Officer - Savaii
Salary Grade/Rate:	Grade 4/Step 1
Responsible to:	Manager - Savaii Operations
Division:	Savaii Operations Division

Position Overview:

To assist the Customer Service Officer (CSO) in the provision of customer services (telephone and counter service), data input & maintenance of computerised billing & customer information system (Daffron).

Duties & Responsibilities:

- Assist in the effective delivery of counter service and accurately capture customer information.
- Attend and Document all customers' enquiries including counter service and telephone requests.
- Handles confrontations or stressful interactions with the public with great care and of professional manner.
- Input required data and continually update and maintain the customer database.
- Assist in organizing Customer Complaint Service Order Processes within the Savaii Division ensuring the targets are achieved before deadline.
- Organize customer information and forms (Service Orders, Receipts, and New Connection Surveys etc) into proper folders and stow away in Archive Room.
- Assist to generate and prepare water bills on a monthly basis
- Assist to operate the computerized billing and customer information system
- Complete clerical duties and tasks related to customer services
- Carry out any other related duties required from time to time by the Team Leader or Manager.

Position Requirements:

1. Minimum qualification of a Diploma OR Certificate from a Tertiary Academic Institution
2. Must have at least 2 years' practical experience in relevant fields.
3. Excellent customer service/public relations skills
4. Must be Computer literate

5. Must have good communication skills orally and written in both English and Samoan.
6. Ability to tactfully handle stressful and difficult situations
7. Must demonstrate strong work ethics (honest, loyal etc..) and pleasant personality.
8. Basic understanding of SWA guidelines and procedures.
9. Clean Police Report.

All signatures to be completed prior to filing

	Name/Signature	Date
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