

SAMOA WATER AUTHORITY

Position Description

Position Title:	Meter Reader
Salary Grade/Rate:	Grade 2 step 1.
Responsible to:	Team Leader – Customer Services
Division:	Savaii Operations Division

Position Overview:

Under supervision by the Team Leader Customer Service, the Meter Reader is responsible for the effective and accurate reading and distribution of water meters and water bills to all customers.

Duties & Responsibilities:

1. Record meter readings for designated areas on a day to day basis or when required.
2. Distribute water bills for both metered and flat rates customers on a timely basis
3. Prepare and submit progress reports of meter readings and bill distribution to Team Leader through the Senior Customer Services Officer.
4. Assist Customer Service Officers in the recording and reporting of customer complaints.
5. Report any meter faults, illegal tampering and bursts and leakages to the Team Leader (through Senior CSO) for necessary actions and decision making.
6. Perform any other SWA related duties required and directed by Team Leaders or Manager Savaii from time to time.

Position Requirements:

- A minimum qualification of a PSSC / SSLC Certificate with good passes in Maths, English and Samoan (Essential)
- Must be honest, reliable and committed to the achievement of Divisional objectives. (Essential)
- Demonstrates good customer service and public relations skills (essential)
- Demonstrates good communication skills (verbal and written) in both English and Samoan (Essential)
- Must be energetic, physically and mentally fit to perform allocated tasks (Essential)
- Demonstrated ability to work unsupervised
- Ability to work in a team environment and is flexible to work overtime or on weekends when required

All signatures to be completed prior to filing

	Name/Signature	Date
Prepared by	<u></u> Team Leader - HRM	<u>27/01/2020</u>
Reviewed by	<u></u> Manager - Savaii	<u>27/01/2020</u>
Verified by	<u></u> Manager Corporate Management	<u>27/01/2020</u>
Approved	<u></u> Managing Director	<u>27/01/20</u>

