

SAMOA WATER AUTHORITY

Position Description

Position Title:	CUSTOMER SERVICES OFFICER
Salary Grade / Rate:	Grade 5 (\$24,115 / \$32,317p/annum)
Responsible to:	Team Leader – Customer Services
Division:	Commercial Division

Position Overview:

The Customer Service Officer (CSO) is generally responsible for the provision of quality customer service (telephone and counter service), data input & maintenance of computerised billing & customer information system (Daffron).

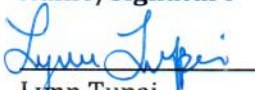
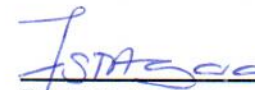
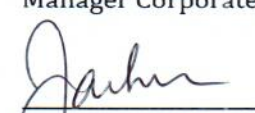
Duties & Responsibilities:

1. Effective delivery of counter service including receipt of cash
2. Attend to all customers enquiries including counter service and telephone requests. Follow up and update customer on results.
3. Serve customers with respect and ensure they understand issue at hand or when complicated refer appropriate staff / Team leader
4. Coordinate with the Debt collection team treatment of disconnected customers, accounts with BDR & arrangements
5. Ensure customer complaints are logged through service orders and printed to Call Centre for appropriate action on a timely manner.
6. Ensure all documents required for New Connection application are provided and all NC (SNC) documentations are logged, scanned on Public Folder and filed before relaying to Call Centre daily.
7. Follow up pending new connections and inform customers of survey results.
8. Inform customers of waiver & conditional process and when needed for signatures as referred from Legal Consultant
9. Ensure all COMPLETED new connections are compiled and logged before passing to Billings for creating new accounts as soon as they are received.
10. Reconcile all customer accounts issues and make notes on account or spread sheet to reflect any decision made.
11. Operate the Daffron – Customer Information System (CIS) for payments received and Customer Issues
12. Carry out any other office related duties when required or directed from time to time by Team Leader or Management, including but not limited to the following:
 - Assist cashiers with cash count when needed.
 - Assist with the banking and delivering the run to Vaitele.
 - Assist to collect and compile information (Complaints, New Connections, Vaitele Agency, Manual Receipts, Telegraphic Transfers) for the Team Leader in preparation of Management report on a monthly basis.
 - Assist to enforce and ensure a clean and hazard free working environment for all and the public in general.

Position Requirements:

1. Minimum qualification of a Bachelor Degree in Management, Commerce, or related discipline OR Diploma in Management, Commerce, Business Studies or relevant discipline with 5 years' relevant experience (essential)
2. Ability to demonstrate excellent interpersonal/public relations skills; able to problem solve/decision making skills and shows strong sense of the importance of his/her function to the Organisation (essential)
3. Must be Computer literate (essential)
4. Demonstrates ability and confidence to communicate orally or in written form thus able to prepare reports in both English and Samoan languages (essential)
5. Demonstrates ability to plan and organise own work activities (essential)
6. Has strong work ethics and is polite, charismatic & presentable at all times (essential).
7. Must provide clean police report (essential)
8. Have a valid driver's licence (desirable)

All signatures to be completed prior to filing

	Name/Signature	Date
Prepared by:	 Lynn Tupai Team Leader - Customer Services	<u>20/11/20</u>
Reviewed by:	 Faiamio Agaiava Team Leader - HRM	20/11/2020
Verified by:	 Heseti Sione Manager - Commercial	<u>23/11/20</u>
Check by:	 Ruby Sheck. Manager Corporate Management	<u>23/11/20</u>
Approved:	 Seugamaalii Taito Jammie Saena Managing Director	<u>23/11/20</u>

