

SAMOA WATER AUTHORITY

Position Description

Position Title:	CUSTOMER SERVICES OFFICER
Salary Grade/Rate:	GRADE 5 / STEP 1
Responsible to:	TEAM LEADER – CUSTOMER SERVICE
Division:	SAVAII OPERATIONS DIVISION

Position Overview:

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

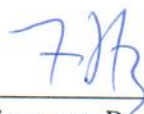
Duties & Responsibilities:

1. Directly deal with customers through counter service, via phone, electronic emails and responding to account and billing inquiries, request for services and all issues pertaining to SWA.
2. Resolve service problems by clarifying the customer's complaint, determining the cause of the problem, expediting correction or adjustment, follow up to ensure resolution and generate report on progress on a weekly basis.
3. Prepare all Service Orders (including water truck requests), allocate to relevant personnel, follow up and returned SOs on Daffron system accurately and on a timely manner. .
4. Monitor and keep track of Service Orders (including New Connections) to ensure the completion dates are within timeframe.
5. Assist Supervisors in preparing daily Meter reading and disconnection programs and ensure posting of readings on the Daffron system is error free and completed on time.
6. Input required data and continually update and maintain the customer database (Daffron Database System)
7. Rotate with Call Centre personnel when required to carry out similar duties at the Call Center room.
8. Operate the computerized billing and customer information system
9. Ensure a safe, healthy and friendly environment by keeping office facilities clean, neat and presentable at all times
10. Carry out any other related duties when required from time to time, including but not limited to the following:
 - Assist Cashier with receipting and banking of monies only when directed;
 - Complete clerical duties and tasks related to customer services;
 - Assist to generate and prepare water bills when required on a monthly basis.

Position Requirements:

1. Holds a Bachelor Degree Art/Management (Public Admin) or relevant discipline OR minimum qualification of a Diploma in Management/Office Administration or relevant discipline with at least 3 years' experience having worked in a similar position and performing similar duties
2. Excellent customer service/public relations skills/communication skills
3. Must be Computer literate
4. Must have fine ability to speak and write in both English and Samoan.
5. Excellent report writing skills
6. Ability to plan and organise own work activities
7. Uphold professionalism at all times with a pleasant personality

All signatures to be completed prior to filing

	Name/Signature	Date
Prepared by:	 Fa'amio Agaiava TEAM LEADER - HR	_____
Reviewed by:	 Fetu Osooso MANAGER SAVAI	<u>16/03/2022</u>
Verified by:	 Ruby Williams-Sheck MANAGER CM	<u>24/04/2022</u>
Approved by:	 Fuimaono Dominic Schwalger MANAGING DIRECTOR	<u>5/4/22</u>

