

## SAMOA WATER AUTHORITY

### Position Description

<b>Position Title:</b>	<b>CUSTOMER SERVICES OFFICER – CALL CENTRE</b>
<b>Salary Grade/Rate:</b>	<b>GRADE 5 / STEP 1</b>
<b>Supervised by:</b>	<b>TEAM LEADER - SYSTEMS</b>
<b>Responsible to:</b>	<b>MANAGER – CIT DIVISION</b>
<b>Division:</b>	<b>COMMUNICATION &amp; INFORMATION TECHNOLOGY DIVISION</b>

#### **Position Overview:**

Assist to ensure that customer's enquiries are promptly acknowledged, appropriately recorded and efficiently attended to by Operations Divisions.

#### **Duties & Responsibilities:**

1. Receive incoming calls from customers and the general Public and adhere to the following;
  - Provide quality customer service on every call in a professional manner.
  - Communicate clearly and effectively with customers.
  - Uphold good listening skills
  - Manage length of calls.
2. Obtain full information required on what is being requested by the customer.
3. Accurately document all calls for easy tracking when required.
4. Record and relay requests and information to operations teams / appropriate personnel for assistance.
5. Monitor and follow up responses from operations teams so call returns are done.
6. Update customers on status of activity requested whether completed, in a timely fashion.
7. To contribute to team effort by accomplishing end results as planned.

#### **Position Requirements:**

1. Minimum qualification of a Bachelor Degree in Management, Commerce, or related discipline. (essential)
2. Must be Computer literate; highly organised; good interpersonal skills; a team player and is highly motivated.
3. Must have fine ability to speak in both English and Samoan languages.
4. Excellent written and documentation skills.
5. Has the initiative to exercise good judgement in a stressful situation or able to manage multiple tasks and activities.

6. Professional phone answering techniques and good manners.
7. Demonstrates active listening skills, operational problem-solving skills and is customer service oriented.
8. Commitment to Call Centre Success
9. Is able and flexible to work overtime, evenings, holidays and in the week-ends.

**All signatures to be completed prior to filing**

	Name/Signature	Date
Prepared by	 Faiamio Agaiava Team Leader - HR	<u>24/5/19</u>
Review by	 Christina Mualia Lima Manager CIT	<u>24/5/19</u>
Check by:	 Ruby Williams Manager Corporate Management	<u>24/5/19</u>
Approved	 Seugamaalii Taito Jammie Saena <b>Managing Director</b>	