

SAMOA WATER AUTHORITY

Position Description

Position Title:	Senior Meter Reader
Salary Grade/Rate:	Grade 6 Step 1
Responsible to:	Team Leader – Billing
Division:	Commercial Division

Position Overview:

Assist the Team Leader to ensure the effective supervision, planning and co-ordination of all meter reading and billing work-plan activities.

Duties & Responsibilities:

1. Ensure effective coordination and supervision of meter readers out in the field and ensure work activities and work behaviour are not in disrepute of SWA's image and reputation to the public.
2. Ensure effective supervision and timely completion of all meter reading activities.
3. Prepare and submit reports on meter reading findings, with regards to meter calibration, meter tampering and repair of water supply meters to Team leader for appropriate actions and decision making.
4. Ensure that all water bills are dispatched accordingly and on a timely manner.
5. Undertake emergency works relating to the operation and maintenance of all water meters when required or possible.
6. Conduct customer surveys and necessary inspection of any leak inside customer properties in accordance with customer complaints, and provide updates and confirmation of route sequencing and customer information on Billing System.
7. Prepare and submit progress reports of meter reading activities on a regular basis to Team Leader and when required.
8. Promote and assist in the implementation and review of policies and procedures related to the billing process.
9. Carry out disconnection / reconnection works as approved and when required in accordance to the Authority's work procedures.
10. Provide assistance to the general public and in particular the SWA customers' while on the field in a professional manner and same time upholds SWA's Code of Ethics/Conduct.
11. Assist the Asset Management Unit of the Technical Division in obtaining GPS coordinates.
12. Assist the Operational Non-Revenue Teams with their daily work when required.

13. Assist to promote a safe and hazard free working environment to ensure safety of employees under his/her supervision at all times.
14. Encourage staff compliance to all Legislations, policies and procedures as well as systems and processes guiding their work activities.
15. Attend to other work Office activities as directed by Supervisors from time to time.

Position Requirements:

1. Minimum Qualification of a Trade Certificate in Plumbing with 7 years relevant experience (essential).
2. Sound knowledge of the billing and water meter supply systems and its operation and maintenance (essential).
3. Must have good communication and report writing skills (written & spoken) both in Samoan and English languages (essential).
4. Excellent customer service / public relations skills (essential)
5. Sound knowledge of the GPS and Trimble Units (essential)
6. Must have the ability to lead a team with good organisational, leadership and planning skills (essential)
7. Computer literate (essential).
8. Holds a valid Samoan driver's licence (desirable)

All signatures to be completed prior to filing

	Name/Signature	Date
Prepared by	 Faiamio Agalava: Team Leader HRM	11/4/19
Reviewed by	 Heseti Sione Vaai: Manager Commercial	11/4/19
Verified by	 Ruby Williams: Manager, Corporate Management	11/4/19
Approved	 Managing Director, Seugamaalii Taito Jammie Saena	11/4/19

