

SAMOA WATER AUTHORITY

Position Description

Position Title:	Assistant Technician – Disconnection
Salary Grade/Rate:	Grade 4 / Step 1
Responsible to:	Manager Savaii
Division:	Savaii Operations Division

Position Overview:

To ensure the efficient and timely operation of water supply disconnections for customers with overdue debts or accounts as well as the reconnecting of water supply to authorised and approved customers.

Duties & Responsibilities:

1. Carry out disconnections of water supply for customers approved as overdue accounts or accumulated debts.
2. Perform approved and authorised water supply reconnections in accordance to SWA work procedures.
3. Carry out necessary maintenance on water meters when required.
4. Prepare and submit fieldwork reports on disconnections, reconnections & surveys for decision making.
5. Ensure supplies, materials/resources used for disconnections are properly maintained, accounted for and at appropriate levels to avoid delays on filed works.
6. Responsible for proper care and safety of tools and equipment or any resources allocated for field work and submit report when missing and in need for replacement.
7. Report illegal reconnections and illegal connections if found to Team Leader for appropriate action.
8. Ensure compliance to safety procedures and encourage a hazard free working environment.
9. Attend to any other related office duties required from time to time or as directed by Team Leader or Divisional Manager.

Position Requirements:

- Must have a trade Certificate from a Tertiary Academic Institution with basic relevant practical experience.
- Must possess knowledge of water systems construction works.
- Good customer service or public relations skills.
- Able to drive with current/valid driver's license will be an advantage.
- Must have good communication skills in Samoan and English (oral & written)
- Proven knowledge and skills in conducting surveys will be an advantage.
- Demonstrates pleasant personality and good work ethics.

- Basic knowledge of SWA guidelines and procedures.

All signatures to be completed prior to filing

	Name/Signature	Date
Prepared by	_____ Manager Savaii	_____
Reviewed by	_____ TL - HRM	_____
Verified by	_____ Manager – CM	_____
Approved	_____ Managing Director	_____