

SAMOA WATER AUTHORITY

Position Description

Position Title:	Meter Reader
Salary Grade/Rate:	Grade 3 Step 1
Responsible to:	Team Leader – Customer Service
Division:	Savaii Operations Division

Position Overview:

Under supervision by the Team Leader Customer Service, the Meter Reader is responsible for the effective and accurate reading and distribution of water meters and water bills to all customers.

Duties & Responsibilities:

1. Walks or drives over established routes and records meter readings (customer consumption) on a day to day basis or when required and return records to office for billing purposes.
2. Inspect meters and connections for defects, damage and unauthorized connections and indicate irregularities on forms for necessary actions by Operations teams.
3. Distribute water bills or invoices for both metered and flat rates customers on a timely basis and ensure the forms are signed by customers to indicate receipt of invoices.
4. Prepare and submit progress reports to Team Leader of meter readings and bill distribution.
Center or Customer Service Unit for preparation and issuance of Service Orders for appropriate actions.
5. Take reasonable care of all assigned resources, tools, equipment and safety gears used for the works.
6. Perform any other SWA related duties required and directed by Team Leaders or Manager Savaii from time to time, including but is not limited to the following:
 - Assist Customer Service Officer(s) in recording and reporting of customer complaints;
 - Use GPS and other software application tools (eg. Discover app) for mapping of SWA customer and assets;
 - Assist maintenance works carried out at the Treatment Plant, network and submains when required; etc.

Position Requirements:

- A minimum qualification of a PSSC. SSLC Certificate with good passes in Maths, English and Samoan OR Vocational trade Certificates (relevant from recognized Vocational Training Center. (essential)
- Must be honest , reliable, loyal and committed to the achievement of Divisional objectives. (essential)
- Ability to demonstrate good customer service and public relations skills (essential)
- Ability to demonstrate good oral and written communication skills (English and Samoan)
- Must be physically fit and energetic and mentally fit to perform allocated tasks (essential)
- Demonstrated ability to work under minimal supervision; unsupervised and can work in a team environment (essential)
- Flexible to work overtime, weekends, holidays or during natural disasters when required (desirable)

All signatures to be completed prior to filing

	Name/Signature	Date
Prepared by	_____ HRA	_____
Reviewed by	_____ Manager - Savaii	_____
Verified by	_____ Manager Corporate Management	_____
Approved	_____ Managing Director	_____