

GUYANA WATER INC.

JOB DESCRIPTION

Job Number:

Job Title: Customer Services Representative (Field)

Location: Regions

Department: Customer Relations and Commercial Services

Reports To: Customer Services Supervisor

Supervises: No Supervisory Responsibility

Purpose: To conduct all commercial service activities (Meter Reading, Bill Delivery, Field Investigation etc.)

MAIN DUTIES AND RESPONSIBILITIES

- Visits customers in pre-determined areas, reads water meters and makes an accurate record of readings. Submit meter- reading sheets to supervisor daily or as required.
- Report in clear detail, with sketches as appropriate, the result of the visits.
- Inspects customer service connection and reports to Supervisor any abnormal or suspicious conditions including leaks, inoperative meters, and signs of meter tampering, etc for corrective action to be taken.
- Investigates and verifies new and changed metered service for the appropriate charge to be applied.
- Interacts with customers to gain access to their premises and receives complaints or queries. Relays complaints/queries to Supervisor/Revenue Officer for appropriate action.
- Distributes bills and other notices to customers as required.
- Assist disconnection/reconnection personnel in locating customers
- Report water wastage, revisit and verify that customers comply with the company's policy
- Report any change in the use of property from Residential to Non Residential or vice versa.

- Check to ensure that water meters are functioning and report all malfunctioning meters to the Supervisor.
- Check and report promptly from the list provided, whether customers who were disconnected illegally reconnected their service.
- Performs other related duties and responsibilities consistent with the purpose and level of the post.

QUALIFICATIONS AND EXPERIENCE

- Five (5) subjects including English Language and Mathematics, with acceptable grades at the CXC or GCE "O" levels examination.

COMPETENCIES

Must have the ability to read and write clearly

Must possess people skills

Must have a valid motor cycle license

Must be able to communicate cohesively

CUSTOMER SERVICES REPRESENTATIVE (FIELD)

FUNCTIONAL JOB DESCRIPTION

Duties may be performed by the Customer Services Representative (Field)

Activity	Frequency	Reports
Meter Reading	Daily	Reports
Bill Delivery	Daily	Reports
Field investigation (Water wastage, illegal activities, malfunctioning meters, any other anomalies that is passed by the customer services Supervisor, Office)	Daily	Reports
Conduct disconnection/reconnection activities	Daily	Reports

Received by: