GUYANA WATER INC.

JOB DESCRIPTION

Job Number:

Job Title: Customer Services Supervisor – Call Centre

Location: Shelterbelt

Department: Customer Services

Reports to: Customer Relations/Services Manager

Supervises: Customer Services Representatives

Purpose: To deliver the Company targets in respect of receiving

and responding to customer in letters, telephone, email

etc.

MAIN DUTIES AND RESPONSIBILITIES:

- Manages the Customer Call Centre ensuring that all customer contact is received, recorded and responded to in an efficient and courteous manner.
- Ensures that customer service issues/complaints are recorded and resolved by the appropriate customer service or operations personnel.
- Follows up with Operations and Customer Services personnel about overdue customer complaints / requests.
- Supervises trains and evaluates the performance of subordinate staff.
- Generates interim reports weekly to inform the Customer Services Manager of overdue / unresolved complaints / requests.
- Responds to requests and reports coming out of the PUC.
- Prepares and submits Management information and reports as directed.
- To ensure that daily checks are done with the Customer services Representatives to ensure the necessary reports are prepared and signed off at the end of each day
- Perform other related duties and responsibilities consistent with the level and purpose of the post.

Qualifications and experience

- A Diploma in Social Science plus (5) years' experience in a customer service position
- Excellent oral and written skills
- Excellent customer relations skills