

Enforcement Officer

JOB DESCRIPTION

Department: Customer Services Department

Reports To: Arrears Recovery Coordinator

Location: Head Office, Vlissengen Road and Church Street, Georgetown

Role

The Enforcement Officer is a high-impact field investigator dedicated to revenue protection and the recovery of outstanding arrears. This role goes beyond simple data collection; it requires a proactive, investigative approach to identify the root causes of non-payment, uncover hidden irregularities, and apply strategic pressure to ensure defaulting customers settle their accounts.

Key Responsibilities

1. Field Verification & Data Integrity

- **Customer Verification:** Perform site visits to validate the accuracy and completeness of customer records.
- **Address Validation:** Physically confirm residential and commercial addresses to ensure billing accuracy.
- **Contact Updates:** Proactively collect and verify phone numbers and email addresses to maintain effective communication channels.

2. Technical Assessment & Fraud Detection

- **Usage Monitoring:** Record meter readings and analyze water consumption patterns to identify anomalies.
- **Irregularity Reporting:** Document and report discrepancies, unauthorized connections, or potential fraud to the relevant departments.

3. Documentation & Compliance

- **Data Collection:** Maintain meticulous records of all field activities and customer interactions.
- **Report Submission:** Complete digital or hard-copy verification forms with high accuracy and submit them in a timely manner.
- **Safety & Policy:** Adhere to all company safety protocols and guidelines while operating in the field.

4. Customer Engagement & Service

- Interact with customers in a professional, respectful, and courteous manner.
- Provide accurate information on company services, policies, billing processes, and arrears recovery procedures.
- Address basic customer inquiries and direct complex issues to appropriate departments.

5. Policy & Safety Compliance

- Adhere strictly to company policies, operational guidelines, and ethical standards.
- Follow all occupational health and safety protocols to ensure personal safety and the safety of customers and the public while working in the field.

6. Other Duties

- Perform any other duties aligned with the Enforcement Officer role as assigned by the Arrears Recovery Coordinator or Management.

Qualifications and Experience

To be successful in this role, candidates must demonstrate a blend of analytical curiosity and strong interpersonal skills.

- **Education:** A sound **Secondary Education** is required, including at least five (5) CXC/CSEC subjects (General Proficiency) with mandatory passing grades in Mathematics and English A.
- **Experience:** Proven experience in **Investigative work** (e.g., loss prevention or arrears recovery).
 - Demonstrated background in **Customer Service**, with the ability to handle difficult conversations professionally.
- **Transport & Licensing:** Must possess a **valid Driver's License**.
 - Must have **ownership of a reliable motor vehicle** to be used for daily field operations.

Skills & Abilities

- Strong communication and interpersonal skills.
- Ability to accurately collect, verify, and record data.
- Basic understanding of utility services, billing systems, or metering (an asset).
- Ability to work independently in the field with minimal supervision.
- Sound judgment, integrity, and attention to detail.

Other Requirements

- Willingness to conduct extensive fieldwork.
- Ability to work in varying environmental and community settings.
- Physically fit to perform field duties.