

# 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.