

GUYANA WATER INC.

JOB DESCRIPTION

Job Number: CRCS - 023

Job Title: Revenue Officer

Location: Divisional Offices

Department: Customer Services

Reports to: Revenue Manager

Supervises: Customer Services Representative
Cashier
Meter Reader
Data Entry Clerk

Purpose: To deliver the Company targets in respect of customer service, income and debt.

MAIN DUTIES AND RESPONSIBILITIES:

- Manages customer accounts for a specified area of the company.
- Ensures that customer service issues/complaints are recorded and resolved by the appropriate customer service or operations personnel.
- Ensures activities in respect of Customer Services Representative cash receipting, Meter Reading and Maintenance are performed efficiently in accordance with planned timetable.
- Supervises trains and evaluates the performance of subordinate staff.
- Prepares and submits Management information and reports as directed.
- To ensure that daily checks are done with the Cashier and sign off cash receipts 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 Bachelors Degree in Management, Public or Business Management, Economics Accounting or any related discipline, plus at least three (3) years experience in a supervisory position.

Or

- A Diploma in Public Management or Accounting plus seven (7) years experience in a junior management position.

Or

Ten (10) years experience in a similar position.

Competencies

- Knowledge of management or accounting principles
- Ability to decide and initiate action
- Ability to lead and supervise
- Ability to analyze numerical and verbal data and all other sources of information
- Ability to present and communicate information