

GUYANA WATER INC.

JOB DESCRIPTION

Job Number:

Job Title: Cashier/Attendant

Location: Regional Offices

Department: Customer Services

Reports to: Revenue Officer/Revenue Manager/Regional Manager

Job Summary:

The Bottle Refill Station Cashier/Attendant is responsible for providing efficient customer service while supporting the daily operations of the station. The Commercial aspect of the role entails processing sales transactions, issuing receipts and maintaining accurate records. The Technical role entails the intersection of mechanical maintenance, hygiene standards, and basic water chemistry while ensuring that every drop of water dispensed meets GWI's safety and quality benchmarks through proactive system monitoring and accurate record-keeping.

MAIN DUTIES AND RESPONSIBILITIES:

- To maintain cleanliness and organization of the station and cashier area.
- To receive cash and other approved payments from customers, issue official receipts and input payment information into the computer system.
- To take and record meter reading at the beginning and end of the shift.
- To balance cash and other approved payments collected with official receipts issued and prepare daily cash summary for submission to the Revenue Officer/Revenue Manager at the end of shift.
- To prepare deposit slips for depositing revenue collections.

- To assist with the sale of bottled water and related products/services.

Core Technical Responsibilities

1. System Operation & Maintenance

- Operate and maintain a small-scale water treatment plant (WTP) including filtration units, pumps and storage systems.
- Perform regular backwashing of media filters (sand, carbon, etc.) to ensure optimal flow and pressure and monitor the condition of cartridge filters.
- Monitor and manage UV disinfection system, ensuring lamps are operational and replacing sleeves or bulbs as scheduled.
- Conduct routine checks on pumps, valves, tanks and piping for leaks or mechanical fatigue.

2. Quality Monitoring & Lab Coordination

- Conduct on-site testing for basic water quality parameters (e.g., pH, Chlorine residual, Turbidity, and TDS).
- Execute the sampling schedule: collect, label, and preserve water samples for transport to the central laboratory.
- Liaise with the laboratory to interpret results and adjust treatment processes if parameters drift from the standard.

3. Monitoring & Documentation

- Maintain accurate daily log sheets, recording:
 - System run hours and flow rates.
 - Water levels in all storage tanks.
 - Pressure gauge and flow readings.
- Track media consumption levels to ensure zero downtime (e.g., check backwash drains for any media loss).

4. Dispensing & Hygiene Management

- Oversee the efficient operation of water dispensing points, ensuring consistent flow and zero-waste.
- Maintain a "Grade A" clean environment; perform deep cleaning of dispensing nozzles, drip trays, and the surrounding facility before, during and upon closure of the dispensing station.
- Manage bottle/container hygiene protocols to prevent cross-contamination.

- Adhere to company policies, procedures and safety standards.
- To perform other related duties, which are consistent with the level and purpose of the post.

QUALIFICATIONS

- Five (5) subjects at CXC or GCE “O” levels including English language and Maths.
- Working experience will be an asset.
- Basic computer literacy

Competency

Must be able to add and subtract

Must have the ability to read and write

Must be able to communicate cohesively

Must be able to relate to people with good customer service orientation

Must possess integrity, accountability and reliability skills

Must have good time management

Must be able to work as a team