

GUYANA WATER INC

JOB DESCRIPTION

Job Number:

Job Title: Data Entry Clerk

Location: Region

Reports: Revenue Manager

Purpose: To provide general administrative and clerical support to the Commercial Services Section

MAIN DUTIES AND RESPONSIBILITIES

- To receive correspondence, sort and forward same to the Revenue Manager, draws attention to correspondence requiring urgent action.
- To assist in maintaining a filing system of records for the CS&CR section
- Assist in the Customer Services Department with tasks assigned from the Revenue Manager /Revenue Officer
- Update customer complaints database when jobs are completed.
- Enter Meter Readings into Customer Services Database as directed by the Customer Services Manager
- To assist in updating Disconnection List to reflect accurate balances owed to the Company by the Customer.
- Prepare disconnection lists as directed by the Customer Service Manager.
- Prepare customer complaints report and pass to Accounts Maintenance Officer for action.
- To perform other related duties as may be assigned from time to time by the Revenue Manager.

Qualifications and Experience

- Five subjects at CXC including English and Maths with acceptable grades
- Previous work experience would be an asset

Competencies

- Use of initiative
- Must be computer literate