

GUYANA WATER INC.

JOB DESCRIPTION

Job Number:	CRCS - 009
Job Title:	Customer Services Representative (Office)
Location:	Regional Offices
Department:	Customer Services and Commercial Relations
Reports to:	Revenue Officer
Supervises:	No supervisory duties.
Purpose:	To provide administrative support for the addressing of requests/complaints in manner that meets customers' expectations.

MAIN DUTIES AND RESPONSIBILITIES:

- Responds to telephone and counter contacts with customers, to give and obtain information in relation to services provided by Guyana Water Inc.
- Interprets and explains policies and procedures with regard to the provision of water and sewerage services to potential or existing customers.
- Provides assistance to customers in completing their applications for water and sewerage services.
- Provides customers with details of costs for new services or other related fees, if any and advise on payment procedures.
- Create accounts for new customers in the computerized database, provided all payments have been made.
- Receives and acknowledges customer complaints, verifies accuracy and forwards to the responsible Department/Unit for action.
- Liaises with the various departments/units and follows up on customer's problems/issues to ensure that these are resolved in a timely manner.
- Retrieves customer information from the computerized database in order to respond to queries related to billing and payments.

- Maintains a log of customer complaints and submit reports to the Revenue Officer as directed.
- Performs other related duties and responsibilities consistent with the level and purpose of the post.

QUALIFICATIONS

Five (5) subjects, including English Language and Mathematics with acceptable grades at the CXC or GCE 'O' level examinations plus two years experience in a Customer related entity.

COMPETENCIES

Ability to communicate with people at all levels
 Must have initiative
 Must be computer literate
 Must have people skills

CUSTOMER SERVICES REPRESENTATIVE (OFFICE)

FUNCTIONAL JOB DESCRIPTION

Duties may be performed by the Customer Services Representative (Office)

Activity	Frequency	Reports
Creation of contact report	Daily	Reports
Creation of new accounts in Hi-Affinity	Daily	Reports
Adjustment preparation report	Daily	Reports
Disconnection and reconnection Form report	Daily	Reports
Contracts preparation report	Daily	Reports
Customer Call Out report	Daily	Reports
QOS for each customer contacted report	Daily	Reports

Received by: