

GUYANA WATER INC JOB DESCRIPTION

Job Title:	Revenue Officer
Location:	Regions
Department:	Customer Relations and Commercial Services
Report to:	Revenue Manager
Supervises:	Customer Services Supervisors, Customer Services Representatives and Cashiers
Purpose:	To assist the Revenue Manager to ensure that all CS&CR activities are executed according to company's policies and procedures.

Duties and responsibilities

- Ensures customer service complaints are recorded in the Customer Information Management System and are resolved by the appropriate customer service or operations personnel.
- Ensures activities in respect to Customer Services Representative (Office) are performed efficiently.
- Ensure activity with respect to cash receipting are performed efficiently.
- Update and maintain a register of standard customer replies which deals with policy and routine enquires.
- Monitor complaints received, prepare correspondents to these complaint and provide variance analysis report.
- Prepare Response Report to letters, e.g. PUC.
- Organize and execute Community Connect outreaches
- Perform other related duties and responsibilities consistent with the level and purpose of the post.

QUALIFICATIONS AND EXPERIENCE

- A first degree in a Social Science subject with one year experience in a Commercial Services area OR
- A diploma in a Social Science Subject with three years' experience in a Commercial Services area.

REVENUE OFFICER

FUNCTIONAL JOB DESCRIPTION

Duties may be performed by the Revenue Officer

	Activity	Frequency	Reports
1	Zonal Management Report (Accounts Maintenance report, Customer Relations report, Billing report, Collections reports	Weekly	Reports