

ELECTRIC POWER CORPORATION



JOB DESCRIPTION

Position Title: Call Centre Telephone Operator	Position status: Permanent
Salary Grade: \$7,612 - \$9,269	
Location: EPC Vaitele	
Reports to: Chief Engineer Distribution & Utilization / Manager Corporate Governance	
Reviewed by:	

VISION

Clean energy sources for affordable and sustainable electricity supply for Samoa

MISSION

To provide and maintain quality electrical services through innovative, sustainable and environmentally sound practices in developing renewable energy sources, generation and distribution infrastructure network, in partnership with customers and stakeholders to support the development of Samoa

The Electric Power Corporation (EPC) was established in December 1972 and has coverage of power to around 98% of the country. The legal mandate of EPC is to sustainably generate, transmit, distribute and sell electricity to the people of Samoa at the lowest possible cost. EPC is to also deliver optimum energy solutions in a customer-friendly manner through innovative use of all types of energy sources in Samoa giving first priority to renewable energy.

EPC plays a vital role in the development of Samoa and ensures that the Government's number one priority for infrastructure in the energy sector is realised through:

- Increased generation of electricity from renewable sources
- Increased efficiency of power generation and distribution and
- More efficient use of electricity by consumers

Amidst many challenges, EPC continually strives to improve its overall performance to fulfil its core functions and strategic results to all its stakeholders in Samoa.

VALUES

Passion for excellent customer service

Respect for all stakeholders (customers, staff, government, community, donors) and the environment

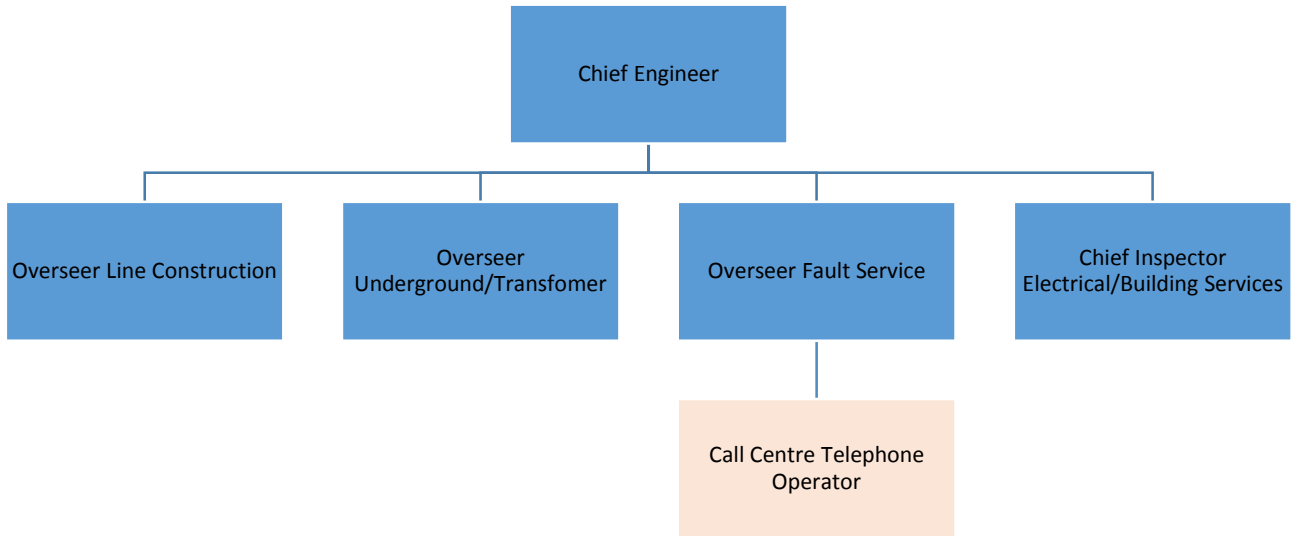
Integrity Absolute and honesty in everything we do

Innovation Always looking for better and economical ways of doing things

Delivery Do everything with enthusiasm and determination and in consultation

Empowerment Encourage all staff to be accountable and transparent with what they do

ORGANISATIONAL STRUCTURE OF DISTRIBUTION & UTILIZATION



SUMMARY OF THIS POSITION

The candidate in this position supports the Corporation with its external communication functions particularly through provision of customer service over the telephone or on the counter for walk in customers. He/She is responsible for handling all customer requests particularly for Fault Service made over the phone and refer to responsible personnel for action/support.

DESIRED OUTPUTS / 'MAJOR CHALLENGES'

The following are key outputs of this position;

- Monthly reports
- Improved external communications
- Reduced customer complaints
- Improved customer satisfaction

DETAILED DESCRIPTION OF DUTIES

Major Responsibilities	Activities	Performance Indicators
1. Provide and maintain professional telephone customer service	1.1. Answers, records and transfers (where necessary) all incoming calls 1.2. Provides relevant information when requested by customers 1.3. Follow up on customer requests	Satisfied customers

2. Assist in vending of prepaid power for consumers	2.1. Activate and de-activate scratch cards and batch numbers on cards, when required 2.2 Issue ID numbers for new retailers selling prepaid power 2.3 View and provide token numbers on Daffron system to customers who call	Satisfied customers
	when they are unable to vend their tokens due to card system failure, or lost and unclear token receipts 2.4 Provide guidance and advice customers on the procedure of vending using scratch cards	
3. Assist in the registration of newly installed meters after working hours	3.1 Register new prepayment meters (new consumers) 3.2 Register meter change due to blank screened meters, conversion from induction meter 3.3 Issue key change for new meters when system fails to provide on the first time or when required by the fault service team 3.4 Issue new Token Index (TI) when required by the fault service team	Accurate registration of news meters
4. Assist the fault service teams in delivering efficient fault service	4.1 Relay fault service jobs (request from customers) to fault service teams 4.2 Follow up on fault service jobs	Customers informed on progress of their requests
5. Compile and submit monthly reports	5.1 Consolidate information/calls made during the month and submit a monthly report at end of each month	Monthly report to Supervisor Customer Relations and Communications

KEY RELATIONSHIPS

INTERNAL	EXTERNAL
All Staff	All Consumers and general public

Qualifications & Skills:

1. Minimum education level of a School Certificate
2. At least 2 years of relevant work experience in call center operations or customer service
3. Good standard of spoken and written English and Samoan & proven ability to think quickly and communicate well with a variety of callers
4. Excellent public relation and customer care skills & ability to handle and resolve customer complaints/conflicts
5. Excellent listening, interpersonal and report writing skills

6. Must have basic computer skills
7. Must have good understanding of the EPC and its functions

Desired

- Must be committed to work on every shift & comply with the rosters
- Ability to take over shift when needed