

ELECTRIC POWER CORPORATION



JOB DESCRIPTION

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|--|-----------------------------------|
| Position Title: Cashier | Position status: Permanent |
| Salary Grade: \$14,939 - \$17,544 | |
| Location: EPC Salelologa Savaii | |
| Reports to: Supervisor Customer Service & Debt Control and Senior Finance Officer | |
| 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

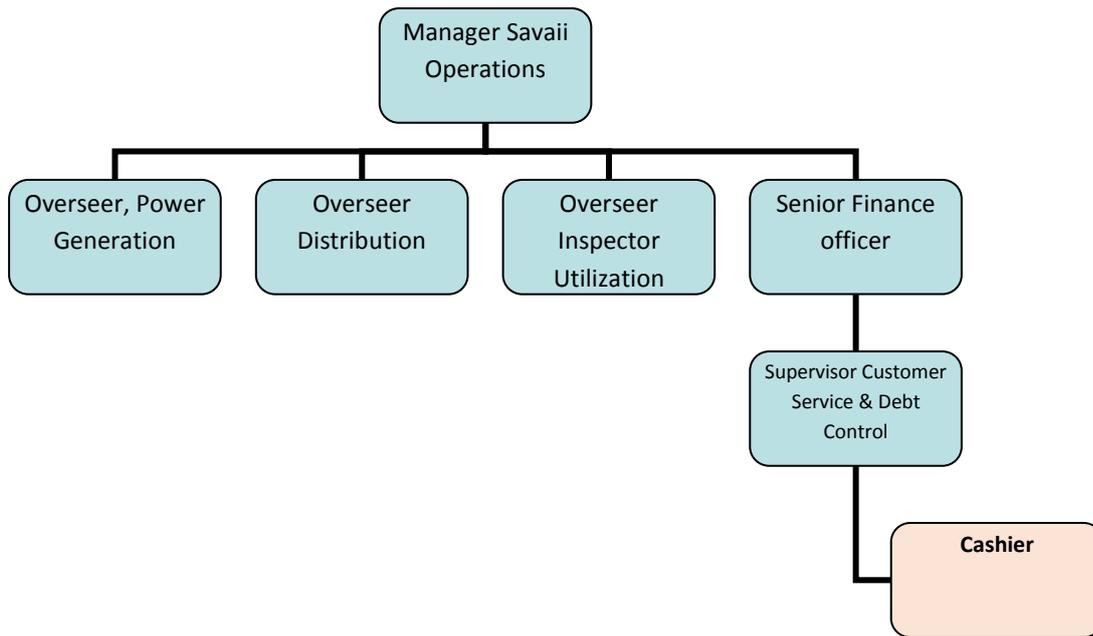
Integrity Absolute and honesty in everything we do

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 SAVAII OPERATIONS



SUMMARY OF THIS POSITION

This position works under the general supervision of the Supervisor Customer Services and Debt Control, and direction of the Senior Finance Officer. Positions in this class will deal with daily cash functions such as receiving cash and issuing receipts to customers, system updating and daily reporting.

DESIRED OUTPUTS / 'MAJOR CHALLENGES'

The following are the key outputs of this position:

- Reconcile receipts and cash at the end of the shift
- Daily reporting on cash received
- Support Supervisor in preparing financial and or revenue reports as requested.

The position's main challenge is the control and managing of cash daily by ensuring proper accounting policies are adhered to at all times when receiving cash.

DETAILED DESCRIPTION OF DUTIES

| Responsibilities/ Expectations | Activities | Performance Indicators |
|---|--|---|
| Ensure cash received is receipted accurately and proper internal control procedures are followed. | <ul style="list-style-type: none"> - Daily receipting of cash received - Provide care for customers and respond to queries - Follow appropriate procedures for receiving and receipting of cash - Ensure documentation for daily reconciliation is accurately posted | Daily report on cash received. Accurate information for reporting. |

| | | |
|---|--|---|
| | <p>onto system</p> <ul style="list-style-type: none"> - Keeps records of amounts received and paid, and conducts regular checks of cash balance against this record; - Counts each day's takings and hands over to the cash checker for balance checking and banking the following day; - Provides a high level of customer relations and services to the public; - Refers customer queries to the customer services representatives and/or appropriate personnel for assistance beyond information available to cashier; - Cleans and keeps orderly cash counters at all times; - Other duties as directed by the Manager Savaii, Senior Finance Officer or Supervisor Customer Service | |
| Contribute to section planning and reporting on cash counting with minimal time frame | <ul style="list-style-type: none"> - Provide information required for planning and reporting - Report on performance indicators - Provide analysis report on cash count with summary provided in the systems for monthly reports | To provide effective and efficient summary sheets for monthly cash counts. |
| Assist with reconciliation of Scratch Cards against cash received | <ul style="list-style-type: none"> - Preparation of report in Balancing Scratch Cards against Stock on hand. | Effective report writing on scratch cards stock taking against record from each vendors |
| Assist in issuing disconnection notices for meter readings arrears | <ul style="list-style-type: none"> - Prepare schedule/programme to report monthly disconnections - Receives payment for reconnection fee and other services, and ensures customers are updated with information related to these services | To provide effective analysis to confirm conversion on meter reading to cash power. |

KEY RELATIONSHIPS

| INTERNAL | EXTERNAL |
|-----------|----------------------------------|
| All Staff | All Consumers and general public |

Qualifications and Skills:

REQUIRED

1. Minimum education level of a School Certificate or equivalent and must have a minimum of 3 years of relevant work experience
2. A sound knowledge on Finance Policy and internal controls, customer care and public relations and team work
3. Ability to work with minimal supervision and communicate with a wide range of people
4. Good mathematical skills and the ability to handle cash accurately
5. Computer proficiency in the following programs (word and excel)
6. Upholds ethics and values of Accounting practices and Code of Ethics

DESIRED

1. Demonstrated ability and skills in time management and Finance best practice.
2. A strong knowledge and understanding of power generating policies and systems and business environment of EPC
3. A strong focus on building professional relationships and excellent communication and public relation skills.