

ELECTRIC POWER CORPORATION



JOB DESCRIPTION

Position Title: Meter Reader	Position status: Permanent
Salary Grade: \$12,191 - \$14,369	
Location: EPC Salelologa Savaii	
Reports to: Supervisor Customer Service & Debt Control 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

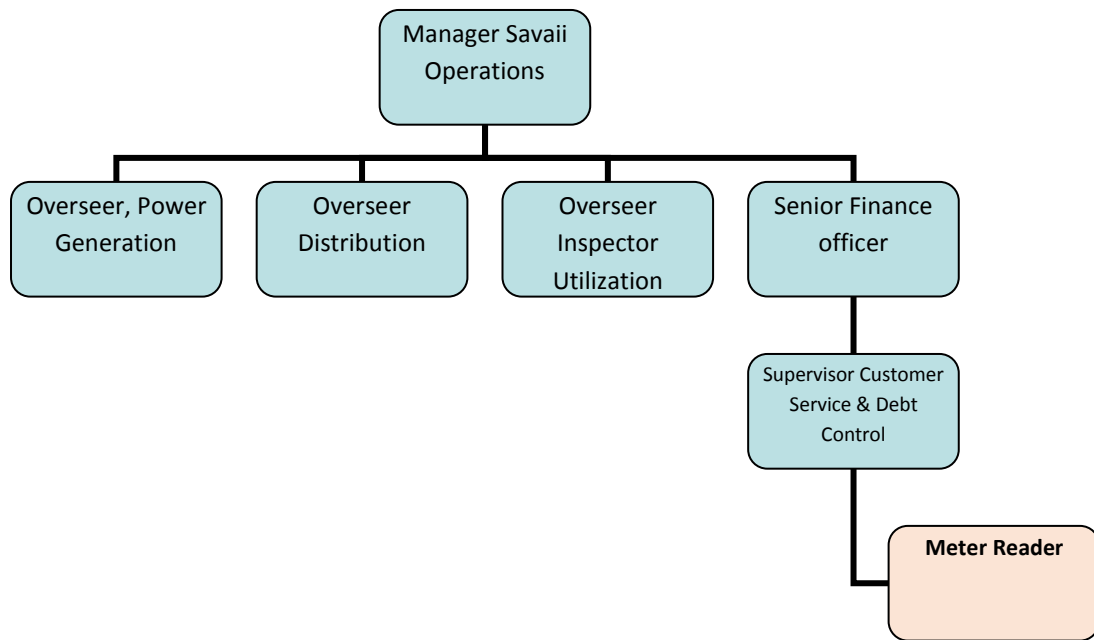
Integrity Absolute and honesty in everything we do

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

The candidate in this position visits premises where EPC induction meters are installed to record readings and make accurate calculations.

DESIRED OUTPUTS / 'MAJOR CHALLENGES'

The following are key outputs of this position:

- Accurate calculations of readings in induction meters.
- Consumers are able to receive and pay their monthly bills on time.

DETAILED DESCRIPTION OF DUTIES

Major Responsibilities	Activities	Performance Indicators
1. Visits premises where induction meters are installed to do readings and recordings.	1.1. Visits premises. 1.2. Records readings and calculations. 1.3. Report immediately any suspected fault on induction meter to EPC meter service team and supervisor. 1.4. Hands over invoice to consumer of readings calculated for payment to EPC office of bill.	Meters readings are recorded on time so consumers can pay bills in time.
2. Communicates to Consumers on EPC meter and bills issues.	2.1. Explains clearly to consumers the EPC procedures in regards to bill payments when approached/ asked. 2.2. Suggests any innovative way to EPC to address problems they face in meter	Consumers understand EPC procedures on payment of bills.

	readings.	
3.Reporting	3.1. Shall write a brief report on weekly or fortnightly work progress depending on the division's requirements.	Progressive reports are received by the division.

KEY RELATIONSHIPS

INTERNAL	EXTERNAL
EPC Staff	All Consumers and general public.

Qualifications & Skills:

1. A PSSC level of education with good passes in subjects like Mathematics and English is a minimum requirement of qualification for this position. A UPY Certificate is an advantage.
2. Demonstrated ability to use the calculator and make calculations from readings on induction meters.
3. Demonstrated ability to walk from place to place where required during visitations to premises.
4. Demonstrated ability to communicate to the general public politely and in good manners and good public relations skills.
5. Have some good geographical knowledge and understanding of locations during visitations.
6. Displays honesty and integrity in performing meter reader duties without any sign of unethical attempt.
7. Understands and speaks in Samoan and English well.
8. Displays neatness in appearance and has strong physical built.