

# ELECTRIC POWER CORPORATION



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*HR-RSA 403(ii) ver.02*

## INSTRUCTIONS

The application pack contains the **application form, job description, selection criteria and Authorization Form.**

Applicants must:

1. Complete the application form;
2. Address as part of the application form how you meet the position essential selection criteria through work or life experience;
3. A complete curriculum vitae of minimum 3 pages or more;
4. Attach all supporting documents as part of the application; and
5. Submit the application and all supporting documents before the closing date and time.

The Application and all supporting documents must be clearly marked **“Call Centre Telephone Operator”** and addressed to:

The General Manager  
Electric Power Corporation  
Main Office,  
5<sup>th</sup> Floor, TATTE Building, Sogi

Applications are to be delivered to the EPC Main Office or via email to [matamuf@epc.ws](mailto:matamuf@epc.ws) before or on **6<sup>th</sup> September 2024 @ 4pm.**

Incomplete and/or late applications will not be considered.

**Further Information:** Please contact the HRM Section of Corporate Governance Division on phone 65 554 or 65 552.



## Applicant Statistics Form

This form is specifically for the use of gathering statistics. The Human Resource Coordinators will be responsible for ensuring the information is kept for the sole purpose of monitoring and evaluation and will not be used as part of your application.

### Position Details – please provide the details of the vacancy you are applying for:

Ministry/Office	<input type="text" value="EPC"/>
Position Title	<input type="text" value="Call Centre Telephone Operator"/>
Position Code	<input type="text" value="DU-P-FS2"/>

### Demographics – please tick the appropriate box:

Gender  Female  Male

Nationality  Other  Other (please specify)

### Current Employment Status – please tick the appropriate box that describes your current employment status

Internal (Same Ministry)     
 Other Public Service/Government Ministries/Office     
 Employed in SOE/Public Bodies     
 Employed in Private Sector

NGOs     
 Not Employed     
 Self Employed     
 Studying     
 Overseas

### Finding out about the vacancy – please tick the appropriate box to show how you found out about this vacancy?

PSC Website  
 Ministry Website (please specify)   
 Local Paper (please specify)   
 PSC/Ministry Noticeboard (please specify)   
 Word of mouth/Friends/Family Member  
 Other (please specify)

Please tick this box to allow us to contact you in the future for feedback/suggestions about our Recruitment and Selection process.

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### Confirmation of Receipt

Please complete the section below. Our Ministry/Office has received your Application Form we will stamped with the date your application is received and sent back to you as confirmation of receipt. Applications sent by email will be acknowledged by email

Position Title:	<input type="text" value="Call Centre Telephone Operator"/>	Position Code:	<input type="text" value="DU-P-FS2"/>
Name:	<input type="text"/>	Date Received	<input type="text"/>
		Email/Postal Address	<input type="text"/>

# ELECTRIC POWER CORPORATION

## JOB DESCRIPTION

<b>Position Title:</b> Call Centre Telephone Operator	<b>Position Code:</b> DU-P2-FS
<b>Salary Grade:</b> A2/L2 permanent	<b>Salary :</b> \$9,254 - \$11,259 p.a
<b>Location:</b> EPC Vaitele	
<b>Reports to:</b> Overseer Faults Service	
<b>Reviewed by:</b> CG-HRM	<b>Date:</b> August 2024

### VISION

*To be sustainable, affordable & resilient electricity provider*

### MISSION

*Provision of quality electricity through efficient customers services, innovation, sustainable and climate resilient infrastructure in partnership with stakeholders*

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 realized 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

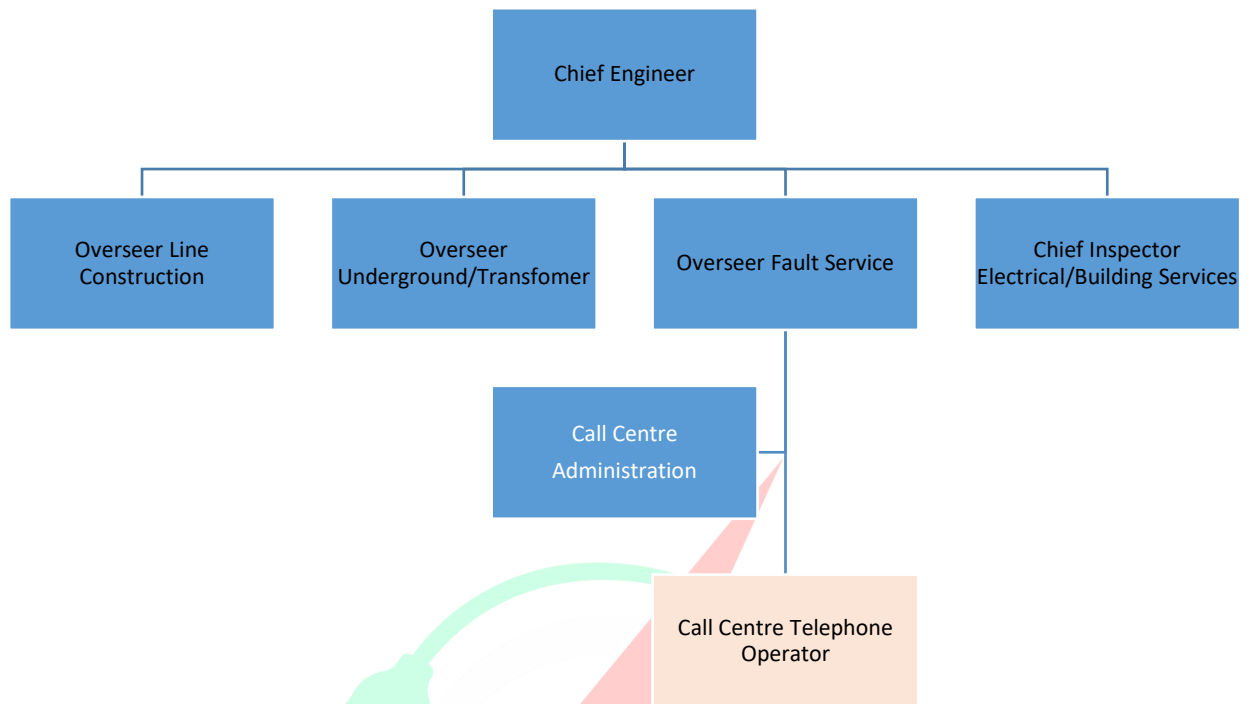
**Integrity** Absolute and honesty in everything we do

**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

## 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 1.4 Updates all calls/faults on customer information system call tracking module 1.5 Follows up all open service orders	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

POWER FOR THE NATION

### Skills & Abilities

1. Good standard of spoken and written English and Samoan
2. Proven ability to think quickly and communicate well with a variety of callers
3. Excellent public relation and customer care skills
4. 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

**Personal Attributes**

1. Is committed to work on every shift
2. Is flexible to comply with the rosters from time to time
3. Is able to work in the weekend

**Experience**

1. Minimum of 2 years of relevant work experience in Call Centre Operations or Customer Service

**Qualifications**

Minimum of a School Leaving Certificate



# Job Application Form



## Form 2

Form must be completed by Applicant whether Public Servant or Non Public Servant

### Section 1: Position Details

<i>Ministry</i> EPC	<i>Section</i> DISTRIBUTION/UTILIZATION	<i>Location</i> VAITELE	
<i>Position Code</i> DU-P-FS2	<i>Title</i> Call Centre Telephone Operator	<i>Supervisor Position Code</i> DU-C3-FS	
	<i>Salary Grade</i> A2/L2	<i>Salary Rate</i> \$9,254 - \$11,259	

### Section 2: Personal Details

<i>First Name:</i>	<i>Last Name:</i>	<i>Other Names:</i>
<i>Gender:</i>	<i>Date of Birth:</i>	<i>NPF No:</i>
<i>Marital Status:</i>	<i>Physical Address (1):</i>	<i>Physical Address (2):</i>
<i>Post Code:</i>	<i>Phone No (1):</i>	<i>Phone No (2):</i>
<i>e-Mail:</i>	<i>Facimile:</i>	

### Section 3: Education Details

Most recent qualification	Major Area of Study	Institution Attended	Date Started	Year Graduated

### Section 4: Training History

Courses Relevant to Selection Criteria ONLY	Institution/Country	Dates

## Section 5: Employment History

### Current / Most recent Position

<i>Employer's Name</i>	<i>Date</i>	<i>Duration</i>
<i>Position Title</i>	<i>Number of Staff reporting to you</i>	
<i>Main Responsibilities</i>		

### Next previous position

<i>Employer's Name</i>	<i>Date</i>	<i>Duration</i>
<i>Position Title</i>	<i>Number of Staff reporting to you</i>	
<i>Main Responsibilities</i>		

### Next previous position

<i>Employer's Name</i>	<i>Date</i>	<i>Duration</i>
<i>Position Title</i>	<i>Number of Staff reporting to you</i>	
<i>Main Responsibilities</i>		

### Next previous position

<i>Employer's Name</i>	<i>Date</i>	<i>Duration</i>
<i>Position Title</i>	<i>Number of Staff reporting to you</i>	
<i>Main Responsibilities</i>		

## Section 6: Selection Criteria

Based on an analysis of the duties of this position as determined by the Manger responsible, set out below are the criteria that will be used in assessing the suitability of each Applicant for the position. Please address each selection criteria on a separate sheet and attach to this form.

### It is the Applicant's responsibility to:

1. indicate aspects of their work experience which indicate their ability to satisfy each criterion;
2. complete this information in a true and accurate way (failure to do so will disqualify the Applicant); and
3. supply supporting documentation should they be called for short-listed interviews.

**Note: If you feel the need to supply additional arguments to support your fulfilment of the selection criteria listed below then please attach that information to this application form.**

### MERIT FACTORS (Job Competencies)

#### 1. Skills and Abilities (refer to JD for full details)

- i. Good standard of spoken and written English and Samoan
- ii. Proven ability to think quickly and communicate well with a variety of callers
- iii. Excellent public relation and customer care skills
- iv. Ability to handle and resolve customer complaints/conflicts
- v. Excellent listening, interpersonal and report writing skills
- vi. Must have basic computer literacy skills
- vii. Must have good understanding of the EPC and its functions

#### 2. Personal Attributes (refer to JD for full details)



- I. is committed to work on every shift  
 II. Is flexible to comply with the rosters from time to time  
 III. Is able to work in the weekend

**3. Experience and Past Work Performance (refer to JD for full details)**

2 years of relevant work experience in Call Centre Operations or customer service

**4. Qualifications (refer to JD for full details)**

School Certificate

**Section 7: Computer Literacy**

Indicate competency level for each Application

Competency Level code: 1= no knowledge; 2= basic knowledge; 3= good working knowledge; 4= strong/advanced capabilities

Main Applications		Other Systems	
Word processing (Word)		Database Management (Access)	
Spreadsheets (Excel)		Other (specify)	
Presentation PowerPoint		Other (specify)	
E-mail		Other (specify)	

**Section 8: Knowledge of Languages**

For languages other than your mother tongue, enter appropriate number from code below to indicate level of your language skills	Indicate your mother tongue by ticking a box below			Speak	Read	Write
	<b>CODE</b> 1. Limited conversation, reading of newspapers, routine correspondence 2. Engage freely in discussions, read write more difficult materi 3. Speak, read and write (nearly) as well as mother tongue.	Samoan				
	English					
	Other (specify)					

**Section 9: Discipline Records Check**

Do you have a discipline record; any criminal convictions; or any current legal proceedings against you? (Please TICK the appropriate box)

No

Yes

IF Yes, Please provide details on a separate piece of paper in a sealed envelope and attach it to this form. This information will be kept confidential and only be seen by the Assessment Committee.

**Section 10: Declaration of Referees**

Please note that you need to declare addresses and contact numbers of three referees.

Referee Name	Designation	Address/Contact Numbers
1.		
2.		
3.		

**Section 11: Declaration of Close Relations**

Do you have a close relation (family ties) to an individual(s) currently employed anywhere in the Ministry to which you are applying? (Please TICK the appropriate box)

No

Yes

If YES, please provide name(s) of your relation(s) and state nature of relationship


**Section 12: Community Status**

Outside the work environment, do you hold any positions (including matai titles) associated with community services, and if so, please list:


**Section 13: Certification And Authorisation**

I hereby certify that the information given in my application is true and correct. I also acknowledge that if I am appointed on the basis of any false information that I provide my appointment will be revoked. I also authorise the Department to undertake any necessary checks to confirm the information provided by me.

Signature	Date
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HR-RSA 403(i) Ver.02

## RESPONSE TO SELECTION CRITERIA FOR THE POSITION OF

(Call Centre Telephone Operator)

*(to be completed by the Applicant and attach to the application form/letter)*

	Selection Criteria	State how you meet each selection criterion
<b>1. Skills and Abilities</b>	<i>i. Good standard of spoken and written English and Samoan</i>	
	<i>ii. Proven ability to think quickly and communicate well with a variety of callers</i>	
	<i>iii. Excellent public relation and customer care skills</i>	
	<i>iv. Ability to handle and resolve customer complaints/conflicts</i>	
	<i>v. Excellent listening, interpersonal and report writing skills</i>	
	<i>vi. Must have basic computer skills</i>	
	<i>vii. Must have good understanding of the EPC and its functions</i>	
<b>2. Personal Attributes</b>	<i>i. Is committed to work on every shift</i>	
	<i>ii. Is flexible to comply with the rosters from time to time</i>	
	<i>iii. Is able to work in the weekend</i>	

3. Experience and Past Work Performance	i. <i>Minimum of 2 years of relevant work experience in Call Centre Operations or Customer Services</i>	
4. Qualifications	i. <i>Minimum of a Samoa School Leaving Certificate</i> ii. <i>A Certificate in 7<sup>th</sup> Form Studies is an advantage</i>	

**Declaration and Authorization**

I hereby declare that the information I have provided in this application is correct and complete.

I acknowledge that I will be required to undergo a character check process involving EPC making integrity and background checks and inquiries about myself from current and previous employers, police, courts, educational institutions, community members and other similar agencies as deem necessary. I hereby consent and authorize the EPC to make such enquiries and checks including the release and disclosure of all information about myself by any person or body to the EPC, for the purpose of confirming the information provided in my application and in determining my merit for appointment to the above mentioned position.

Signed: .....

Print Full Name: .....

Date: ...../...../.....