

ELECTRIC POWER CORPORATION



HR-RSA 403(ii) ver.02

INSTRUCTIONS

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

Applicants must:

1. Complete the application form;
2. Address as part of the application form how they have met the position essential selection criteria through work or life experience;
3. A complete curriculum vitae of not more than 3 pages
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 “**Application for Supervisor Billing Disconnection and Reconnection**” and addressed to:

The General Manager
Electric Power Corporation
Main Office,
5th Floor, TATTE Building, Sogi

Applications are to be delivered to the HRM Section of the Corporate Governance Division, EPC Main Office or via email to matamuf@epc.ws before or on **Monday 21st October 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="Supervisor Billing, Disconnection/Reconnection"/>
Position Code	<input type="text" value="FC-C4-B"/>

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.

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="Supervisor Billing, Disconnection/Reconnection"/>	Position Code:	<input type="text" value="FC-C4-B"/>
Name:	<input type="text"/>	Date Received	<input type="text"/>
		Email/Postal Address	<input type="text"/>

ELECTRIC POWER CORPORATION

JOB DESCRIPTION

Position Title: Supervisor Billing, Disconnection/Re-connection	Position Code: FC-C4-B
Position Grade: A11/L11 Contract 3 years	Salary Grade: \$75,332
Location: Level 1, Tui Atua Tupua Tamasese Efi Building, SOGI	
Reports to: Assistant Manager – Finance/Manager Finance & Commerce	
Review by: Manager Finance & Commerce	Date: September 2024

VISION

“To be a sustainable, affordable & resilient electricity provider”

MISSION

“Provision of quality electricity through efficient customer 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 realised through:

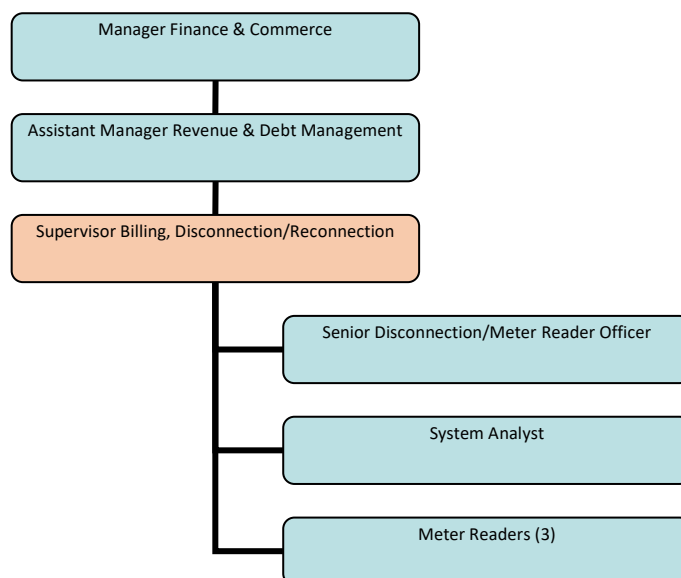
- Increased generation of electricity from renewable sources
- Increased efficiency of power generation and distribution and
- More efficient use of electricity by consumers

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

- i) **Passion** for excellent customer service
- 2) **Respect** for all stakeholders (customers, staff, government, community, donors and the environment
- 3) **Integrity**- Absolute and honesty in everything we do
- 4) **Innovation** - Always looking for better and cheaper ways of doing things
- 5) **Delivery** - Do everything with enthusiasm and determination. Meet the highest standards in everything we do
- 6) **Empowerment** - Encourage all staff to take responsibility for what they do and encourage them to make decisions that are in the best interest of EPC

DIVISIONAL STRUCTURE OF FINANCE & COMMERCE



SUMMARY OF THIS POSITION

The position is responsible for updating the billing system to ensure information can be extracted for all post paid consumers and for the collection of accounts in arrears.

DESIRED OUTPUTS / 'MAJOR CHALLENGES'

The following are the outputs expected from the position:

- Provide monthly reports for unbilled accounts and accounts disconnected and reconnected during the month
- Invoices provided to consumers monthly
- Draft section plan

The position's main challenge is dealing with unhappy consumers.

DETAILED DESCRIPTION OF DUTIES

Responsibilities/ Expectations	Activities	Performance Indicators
Manages the billing system	<ul style="list-style-type: none"> - Allocate areas for meter reading of staff on a monthly - Ensure information collected for billing are entered onto on the billing system correctly - Issue monthly invoices for all postpaid accounts 	<p>Invoices produced and distributed for all post paid consumers</p> <p>Monthly reports on billing</p>

	<ul style="list-style-type: none"> - Produce monthly reports for unbilled accounts - Clarify consumer queries regarding their invoices - Update accounting manual/procedures from time to time when changes are made to the billing processes. 	
Manages the Disconnection and Reconnection of overdue accounts	<ul style="list-style-type: none"> - Prepare list of overdue accounts for disconnection on a monthly basis - Allocate staff and teams for disconnections based on different areas on a monthly basis - Produce report on accounts disconnected and reconnected during the month - Update accounting manual/procedures from time to time when changes are made to the disconnection and disconnection processes. 	<p>Overdue accounts are disconnected and bills paid when due</p> <p>Timely submission of report on Disconnected/Reconnected consumer accounts</p>
Supervise staff and manage Billing, Disconnection/Reconnection section	<ul style="list-style-type: none"> - Manage the work program of the Billing and Disconnection/Reconnection team - Oversee and verify timesheets - Train staff on the job and deliver refresher training on billing - Contribute to Division budget and planning - Draft section plan and ensure staff work plans are linked with targets - Assist with the 	<p>Draft section plan for Manager approval</p> <p>Staff workplans targets linked to Division plan</p> <p>Staff Assessment Forms</p>

	assessment of performance of staff in the billing section in accordance with requirements of Performance Appraisal System	completed
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SCOPE:

	\$ Direct	\$ Indirect
Staff		
Budget Allocation		

KEY RELATIONSHIPS

INTERNAL	EXTERNAL
Manager Finance and Commerce TL Revenue Quality Assurance Staff Distribution and Utilisation staff ICT Division All Managers	EPC consumers Commercial Banks

Skills and Abilities

- i. Demonstrated knowledge and ability on financial system being used for Consumer Billing and Customer service
- ii. Ability to work with minimal supervision
- iii. Demonstrated ability and skills in time management and finance best practice
- iv. A sound knowledge and understanding of power generating policies and systems, and business environment of EPC
- v. Excellent communication and public relations skills

Personal Attributes

- i. Displays Transparency and Accountability at performance of tasks.
- ii. Demonstrated ability to lead and uphold ethics and values of Accounting practices and Code of Ethics
- iii. Has Excellent Team-player spirit and opens to others ideas for improvement of system

Working Experience and Past Work Performance

Minimum 3 years to 10 year's relevant working experience.

Qualifications

Minimum Bachelor degree in Information Technology or relevant field from an accredited university (Desirable)

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> FINANCE & COMMERCE	<i>Location</i> SOGI	
<i>Position Code</i> FC-C4-B	<i>Title</i> Supervisor Billing, Disconnectio/Reconnection	<i>Supervisor Position Code</i> FC-C3-AM	
		<i>Salary Grade</i> A11/L11 contract3yrs	<i>Salary Rate</i> \$75,332

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. Demonstrated knowledge and ability on financial system being used for Consumer Billing and Customer service
- ii. Ability to work with minimal supervision
- iii. Demonstrated ability and skills in time management and finance best practice
- iv. sound knowledge and understanding of power generating policies and systems, and business environment of EPC
- v. excellent communication and public relations skills

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

- i. Displays Transparency and Accountability at performance of tasks.
- ii. Demonstrated ability to lead and uphold ethics and values of Accounting practices and Code of Ethics
- iii. Has Excellent Team-player spirit and opens to others ideas for improvement of system

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

Minimum 3 years to 10 year's relevant working experience.

4. Qualifications (refer to JD for full details)

Minimum Bachelor degree in Information Technology or relevant field from an accredited university (Desirable)

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
CODE 1. Limited conversation, reading of newspapers, routine correspondence 2. Engage freely in discussions, read write more difficult material 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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RESPONSE TO SELECTION CRITERIA FOR THE POSITION OF

[Supervisor Billing Disconnection and Reconnection]

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

	Selection Criteria	State how you meet each selection criterion
1. Skills and Abilities	<i>1. Demonstrated knowledge and ability on financial system being used for Consumer Billing and Customer service.</i>	
	<i>2. Ability to work with minimal supervision</i>	
	<i>3. Demonstrated ability and skills in time management and finance best practice</i>	
	<i>4. A sound knowledge and understanding of power generating policies and systems, and business environment of EPC</i>	
	<i>5. Excellent communication and public relations skills</i>	
2. Personal Attributes	<i>1. Display Transparency and Accountability at performance of tasks</i>	
	<i>2. Demonstrated ability to lead and uphold ethics and values of Accounting practices and Code of Ethics</i>	

	<i>3. Has Excellent Team-player spirit and opens to others ideas for improvement of system</i>	
3. Experience and Past Work Performance	<i>1. Minimum 3 years to 10 years relevant working experience.</i>	
4. Qualifications	<i>1. Minimum Bachelor degree in Information Technology or relevant field from an accredited university (Desirable)</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:...../...../.....