



JOB TITLE: Customer Invoice Delivery Officer

DEPARTMENT: Billing

REPORTS TO: Billing Team Leader

Key Stakeholder and relationships : Billing and Collections Coordinator, Billing Team Leader, Meter Reading Team Leader, Meter Readers, Cash Water Officer, Customer Care Officers, Disconnection Officers, Debt Recovery Team Leader, other Team Leaders and Customers.

PURPOSE AND SCOPE OF ROLE

To be part of the Billing Team and is responsible to issue hand delivered invoices to SW customers at their home addresses as indicated in our system coordinates, collect customer postal and email addresses for data input on daily basis

Key Responsibilities

The key duties and responsibilities of the positions are:

- 1) Daily customer invoice Delivery
- 2) Collection of Customer's email and postal addresses.
- 3) Enter data into the hand held meter reading device and upload the information.
- 4) Ensure data collected are provided to the Billing Team Leader for system update.
- 5) Ensure deliveries are done according to schedule provided or invoices billed the previous day.
- 6) Report any faults identified in the field
- 7) Provide support for each other within the billing team
- 8) Use and take good care of resources allocated such as the meter read device.
- 9) Attend to issues raised by customers and ensure that they are escalated to relevant teams

Qualification or Education.

Education

Candidates must have completed at least Form 5. Higher qualifications (Form 6 or Form 7) will be considered an advantage.

Desirable

- Physically fit and energetic
- Able to work during weekend or odd hours
- Able to exposed to dry and wet weather with SIWA providing safety equipment
- Proven capable of using handheld devices with basic computer knowledge

Experience

1 to 2 years work experience in a similar role or related field