

GRENADA ELECTRICITY SERVICES LIMITED

POSITION DESCRIPTION

Position Identification

Position Title:	General Clerk III
Immediate Supervisor:	Manager Carriacou & Petite Martinique
Department Head:	
Department:	Carriacou & Petite Martinique

General Accountability

Reporting to the assigned Supervisor, the General Clerk III is generally accountable for the provision of a range of customer services to the general public, to meet established service standards and performance targets. The function is fully responsible for the front-line interface with all of the Company's customers to provide service which exceeds customers' expectations and seeks to ensure customer satisfaction and loyalty, whilst contributing to the effective operation of the department.

Nature & Scope

Essentially, the General Clerk III discharges a range of customer support services, under the supervision of an assigned Supervisor in a real time environment. Timely response to customer requests, provision of accurate information and resolving customer complaints/queries in a manner which engenders customer confidence are critical. The function has extensive responsibility for public/customer contact and plays a key role in maintaining customer loyalty and satisfaction.

Special Conditions

- Provided with suitable office accommodation and institutional support through established policy guidelines, access to relevant corporate information and appropriate resources (e.g., manual).
- Expected to respect the confidentiality of information acquired in the course of performing normal duties.
- Expected to take advantage of specialized job training and work experience opportunities provided by the company.
- Required to work extended hours as the exigency of work demands.
- Subject to policies introduced from time to time and other general conditions applicable to all staff.

Specific Accountabilities

1. Receives and processes a range of customer requests daily, including bill payment, general enquiries or queries, requests for account information. Responsible for balancing daily cash receipts and preparing deposits.
2. Interacts front line with customers on a daily basis -by phone, in person or via other electronic media to receive and process service requests, including but not limited to request for service, relocation of customers, discontinuation, change of account details etc.
3. Completes contract forms, prepares various records for changes required by customers, and charges the relevant fees, security deposits etc. Ensures documentation presented for establishing contracts for supply meet legal requirements.
4. Resolves a variety of customer complaints (billing, service, payment, claims etc) by analyzing data from various systems, including Customer Information System, using effective communication/public contact skills, relaying and seeking relevant information to/from various technical departments. Refers complex complaints to senior clerk or supervisor as necessary.
5. Provides general information to customers about service, processes, company initiatives, projects etc. and collects information as required.
6. Responsible for activities related to collections, recording and monitoring customers' usage, and billing customers for same.
7. Analyses various elements of customer accounts to ensure data is consistent with information gleaned from customers or from the field. Initiates and performs relevant actions (updates/changes/adjustments/investigations) where necessary, to maintain accuracy of customer data, service details, billing information and to support efforts to contain delinquency.
8. Performs related administrative tasks such as maintaining information files, processing paperwork, conducting research and compiling information/reports etc.
9. Answers and directs incoming calls. Provides general clerical and administrative support to senior management.
10. Performs other job-related duties assigned by the Supervisor from time to time.

Standards

Performance will be evaluated on the basis of the following:

1. Meeting quality standards for service, customer satisfaction and performance targets.
2. Adherence to policies and standard operating procedures.
3. Timely completion of tasks and meeting deadlines.
4. Accuracy of information contained in the manual files and the ease with which such information can be retrieved.

Person Specifications

Minimum Required Qualifications & Experience

- Five (5) CXC/GCE Subjects including English and a numeric subject and two (2) years post-secondary education.
- One (1) year practical experience.
- Any equivalent combination of qualifications & experience.

Minimum Required Knowledge, Skills & Abilities

- Effective communication and public contact skills including active listening, oral expression and comprehension, use language, voice and persuasive techniques for communicating with a widely varied audience outside of the organization.
- Proficiency in the use of office equipment such as the PABX, computers, facsimile, scanner and photocopier etc.
- Ability to work collaboratively with other departments, including technical staff and ensure compliance with corporate policies and procedures.
- Computational/numerical skills.
- Should be self-motivated, committed.
- Should be computer literate and familiar with various business application software.
- Ability to diagnose/troubleshoot administrative problems including those relating to customer consumption and billing history, analyze their causes and take corrective action.
- Ability to apply basic accounting techniques and principles.
- General knowledge of legal matters relating to contracts, liability and relevant legislation.
- Problem solving, negotiating and conflict resolution skills.
- Specific knowledge of principles and processes for providing top quality customer service, to ensure customer satisfaction and build customer loyalty.
- Knowledge of general business processes.
- Any equivalent combination of knowledge, skills & abilities.