



	OUTPUT FOCUS JOB DESCRIPTION		CUSTOMER SERVICES DEPARTMENT - (Main Street)
Position: Manager – Customer Service Operations	Grade: SM	Incumbent:	Reports To: Divisional Director – Customer Services
Manages: Customer Services Officer & Confidential Secretary			

JOB PURPOSE: Responsible for managing the company’s Billing and Bill dispatch Department, which includes processes such as Meter reading, Billing processing, maintenance, bill dispatch and revenue collection in accordance with the company’s Operational Standards and Performance Targets (OS&PT) and Customer Service Standards (CSS).

KEY OUTPUTS:

- Annual Departmental Business plan
- Monthly Meter reading reports
- Monthly Billing and Bill dispatch reports
- Monthly analysis of Billing anomalies
- Monthly estimated Accounts’ analysis and report
- Monthly Revenue Collection Reports (inclusive of Disconnection and Reconnection activities)
- Monthly Revenue Collection Analysis Report
- Submission of annual budget proposal
- Quarterly Performances against OS&PT and CSS
- Staff appraisals

KEY RESPONSIBILITY AREAS:

• **Meter Reading and Billing**

1. Manage effectively the Billing and Bill Dispatch Department, which includes providing supervision and guidance to Meter reading and Billing processing and maintenance of accounts to ensure that targets are achieved in relation to:
 - ✓ Meter Reading
 - ✓ Bill computation and generation of monthly bills for electricity consumed.
 - ✓ Customer Account Maintenance
2. Document new and amended Billing and Maintenance Policies and Procedures and ensure the effective implementation and monitoring of same.
3. Optimize existing and advanced Meter Reading Technologies to retrieve meter readings and continuously achieve monthly performance targets.
4. Craft and deploy departmental strategies aimed to continuously improve meter reading, Billing and Maintenance to maintain the accuracy of monthly electricity bills.

5. Conduct monthly analyses on accounts to ensure the accuracy of meter reading, maintenance and billing in order to craft and deploy strategies aimed at improving the efficiency in billing and maintenance of customer accounts.
6. Prepare Annual Departmental plan in conjunction with the Corporate Strategic and Divisional Business plans
7. Prepare the Department's Annual Budget, ensuring there are systems in place for the monitoring and reporting of variances, and control the use of the company's assets and expenses, including overtime.
8. Coordinate systems for liaising, sharing of information and organizing work that affect Meter reading, Maintenance and Billing with the Revenue Assurance, Field Services, Transmission and Distribution, System Control and System Design.
9. Ensure and confirm that meter reading and monthly billing are computed on actual readings generated and dispatched in accordance with established policies and procedures and that Customer Service Standards (OS&PT) and Customer Services Standards (CSS) are continuously achieved.
10. Monitor Account Maintenance activities to ensure it is being done in accordance with the department's established policies and procedures and that all efforts are made to comply with the Customer Services Standards (CSS)

- **Revenue Collection**

11. Develop, execute and review Revenue Collection Strategies and initiatives with the objective of continuously achieving the corporate Revenue Collection targets.
12. Conduct comprehensive monthly Revenue Collection analyses on active and inactive accounts with past due balances.
13. Establish, implement and monitor disconnection initiatives and reconnection activities and assess results from these actions.
14. Establish, implement and monitor inactive accounts to avoid balances becoming statute barred.

- **Administrative Related duties**

15. Coordinate the effective implementation of customer sensitization strategies in conjunction with other departments, especially the Corporate Communications Department.
16. Operate an effective reporting system on all aspects of the Department's work and ensure timely preparation of weekly/monthly and any other ad hoc reports of activities. Monthly reports are due within ten (10) working days following the end of the month.
17. Prepare and adopt adequate work plans and targets and ensure the objective evaluation of subordinate job performance.

18. Orient, mentor, coach and train subordinate staff in an effort to aid their development of the requisite skills.
19. Coordinate with Customer Information System (CIS) Support to ensure regular reviews for improvements in the use of CIS for better efficiency in the department.
20. Review periodically the department's policies and procedures with the intention of improving efficiencies and the quality of Billing, bill dispatch and Account Maintenance.
21. Participate in periodic reviews of the company's strategies and procedures that will ensure that all financial and commercial activities are undertaken in compliance with the provisions of the Electricity Sector Reform Act 1999 (amended 2010) and the Standard Terms and Conditions for Electric Services.
22. Coordinate/monitor ensuring that the Departmental Joint Occupational Safety and Health Committees' meetings are convened on a monthly basis.
23. Perform other Customer Service related duties that may be assigned to you within the scope of your employment, from the Divisional Director – Customer Services.

Required Competencies

Core/Leadership	Skill Level & Importance		Description/Behaviours
Financial responsibility and value creation	3	H	<ul style="list-style-type: none"> • Understands and communicates the implications of business decisions on the “bottom line”. • Develops accurate financial plans and budgets. • Regularly evaluates work unit efficiency using financial indicators. • Relates plans and estimates to operating and capital budget
Results oriented and project management	4	H	<ul style="list-style-type: none"> • Committed to setting goals, achieving results and creating a work environment focused on accountability, responsibility and action. • Develops and clearly articulates key strategic actions to sustain a climate of achievement and efficiency in the workplace. • Demonstrates and expects commitment and follow-through of personal responsibilities. • Maintains a consistent and fair approach in the attainment of goals both personally and with employees. • Regularly establishes personal measures and targets of excellence. <p>Creates plans, defines goals and expected outcomes that affect a significant part of the organization</p>

Decision making/ Analysis and problem solving	3	H	<ul style="list-style-type: none"> • Develops innovative solutions that address the root cause of the problem and prevent recurrence. • Aligns decisions with organizational goals, direction, ethics and values. • Anticipates obstacles and thinks ahead about steps. • Makes sound business decisions when faced with complex and contradictory alternatives • Defines, communicates and consistently exemplifies the organization's values & ethics.
Communication	4	H	<ul style="list-style-type: none"> • Develops and implements communication strategies for high profile initiatives. • Identifies key stakeholders that need to be persuaded and takes multiple steps to influence. • Effectively addresses complex on-the-spot questions. • Communicates openly both personal values and corporate operating principles deemed important to success.
Customer Focused	4	H	<ul style="list-style-type: none"> • Fosters an environment that is concerned with delivering the highest quality service to customers. • Develops and facilitates the implementation of strategies to improve customer relations. • Applies an understanding of the Corporation's marketplace, customer requirements and stakeholders' needs and wants in setting corporate direction. • Builds and nurtures customer, community and organizational relationships to position GPL as a good corporate citizen and steward of the community.
Adaptability &ability to Manage change	3	H	<ul style="list-style-type: none"> • Helps others adapt to a changing work environment and to embrace change • Promotes the benefits of a proposed change • Takes time to question; understand and speak to the underlying needs of stakeholders beyond those initially expressed. • Makes/recommends changes to work processes or systems to improve business results. • Develops plans and prioritizes resources to effectively implement change • Remains focused on the desired outcome to help self and others implement change

Technical/ Functional Competencies

Technical/Functional	Skill Level B, W, A,E	1,2,3,4
<ul style="list-style-type: none"> • Ability to manage staff in a people focused manner 	A	4
<ul style="list-style-type: none"> • Strong analytical and problem solving skills 	A	4

• Ability to be customer friendly and focused	A	4
• Considerable knowledge of utility rules and regulations	A	3
• Knowledge of Customer Relations and complaint resolution techniques	E	4
• Good knowledge of accounting, billing and collection techniques	A	4

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

1. A Degree or its equivalent in Business related discipline from a recognized University with at least five (5) years relevant experience.

OR

2. A Diploma or its equivalent in Business related discipline from a recognized University with at least seven (7) years relevant experience

Legend:

H:	High Requirement. Required performance could not be achieved without demonstration of this competency.
M:	Medium Requirement. Required performance would be difficult to attain without demonstration of this competency.
L:	Low Requirement. Required performance is not dependent on demonstration of this competency.
I,II,III,I V:	The skill level required for effective performance. Skill levels are defined in the Competency Model
*	If a formal leader, all leadership competencies will apply. A formal leader is primarily responsible for the leadership and/or supervision of others. Duties are generally different than the duties of the others in the group.
B:	Basic – Brief, general familiarity. Understanding of where knowledge can be applied, but limited on-the-job application.
W:	Working – Detailed familiarity and understanding. Proficient in applying the knowledge and skills for regular job requirements.
A:	Advanced – Comprehensive understanding (in-depth familiarity with fine points). Able to handle complex or non-routine applications.
E:	Expert – Comprehensive and conceptual understanding. Expert, “go to” resource, can handle highly complex problems or Situations.

This document is validated as an accurate and true description of the job as signified above.

Employee Sign Date

Supervisor Sign Date

Head of Department/Division Sign Date

Date received in Human Resource Division

Date Created/revised