

BAHAMAS POWER AND LIGHT COMPANY LTD.

VACANCY NOTICE



VN.NO. 2023-11

SENIOR CLERK

A vacancy exists in the Company for the position of **Senior Clerk, Revenue Billings (Family Islands)** in the Customer Services Division.

The Position

This job is located in the Customer Service & Marketing Division with responsibility for Family Island billings. The job duties include processing applications for supply of electricity, posting of meter readings & miscellaneous fees, posting of return cheques and answering of consumer queries.

Responsibilities of the position include, but are not limited to, the following:

- Processes applications for supply of electricity e.g., new connections, reconnections and transfers by interviewing consumers and verifying identification and references given;
- Posts fees for disconnection, reconnection, security deposits and payments;
- Reviews meter reading reports for accuracy, performs pre-calculations, posts meter readings, reviews billings for accuracy and makes necessary adjustments;
- Balances daily cash summaries, batches receipts and prepares reports of same;
- Performs a detailed review of the work of related staff;
- Responds to customer queries related to Family Island accounts;
- Provides basic training to new Family Island office staff with regards to maintaining client accounts. This includes traveling to various islands to identify areas needing additional assistance;
- Performs a variety of other related duties such as: receives service work orders for finalizations, processes meter changes, files applications, reports and registers, packs boxes for shipment to the Family Islands and issues work orders.

Job requirements include:

- Requires completion of a 1 or 2 year Community College/Technical School Program with 3-4 years experience or equivalent.
- Requires knowledge of Customer Information System software package for processing of applications.
- Requires good inter-personal and verbal communication skills to interact effectively with consumers and written communication skills for processing of application.
- Requires ability to operate a computer and standard office equipment. References used include Electricity Act and B.E.C. procedures manual

Interested persons should apply to Afuture@bplco.com on or before: **February 15, 2023.**

Only candidates meeting the criteria will be contacted.