

BAHAMAS POWER AND LIGHT COMPANY LTD.

VACANCY NOTICE



VN.NO. 2023-86

SUPERVISOR – REVENUE PROTECTION

A vacancy exists in the Company for the position of **Supervisor – Revenue Protection**.

The Position

This job is located in the Revenue Protection Section of the Security Department with lead responsibility for overseeing all administrative aspects of the revenue metering section. The job also monitors and analyzes customer records, and clerical activities, and calculates and posts revised bills. Requires theory and practice of administrative skills, supervisory skills, written and verbal communication skills, and knowledge of the use and application of the HTE Customer Service module. The job holder works under general supervision and follows general guidelines and procedures.

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

- Planning the daily work assignment for administrative staff, based on the monthly financial targets set for the department;
- Re-scheduling outstanding work to accommodate the absences of staff members.
- Calculating revised bills and interpreting technical terminology necessary to calculating revised bills;
- Making budgetary recommendations to the supervisor, for human resources, equipment, travel, facilities, etc.;
- Assigning work to Entry Level Clerk and Clerks in the section;
- Providing training in methods of calculating revised bills, to subordinate staff, assisting in setting performance standards (quality and quantity) for work performed in the unit;
- Preparing daily, weekly and monthly reports;
- Counseling staff on job performance issues and makes recommendations on corrective/disciplinary action when necessary;
- Conducting performance appraisal reviews of subordinates against established standards and making recommendations for training and development;
- Supervising the operation of the Theft Action line (302-1475) and ensuring adequate follow-up and corrective action;
- Regularizing accounts with suspected irregularities (mixed up accounts; malfunctioning meters; meter tampering); performing follow-ups of the same and providing recommendations for improvement;
- Recommending, planning, and implementation of new programs based on shortfalls in the fieldwork, such as Maximum Demand, Resealing, Meter Change, Meter Advance, etc.;
- Liaising with Field Supervisor to ensure the implementation of a resealing program for all revenue meters from which seals have been removed; recommending the frequency in which such programs should occur, country-wide;
- Performing a variety of other related functions as may be directed by the Supervisor.

Job requirements include:

- A minimum of an Associate's Degree in Accounting and 3 to 4 years of experience or equivalent.
- Knowledge of theory and practices of administrative skills computer skills to make calculations, adjustments, perform data entry, and generate statistical data for the preparation of reports.
- Analytical, written, and verbal communication skills to prepare reports and instruct staff in performing clerical duties.
- Interpersonal and supervisory skills to effectively interact with customers and respond to their queries, and appropriately direct staff.
- Ability to operate standard office equipment and working knowledge of the Customer Module within the HTE environment.
- Often required to make practical changes to specific procedures or methods to solve problems. References used include the Revenue Protection Procedure Manual and the Corporation's Customer Service Database.

Interested persons should apply to Afuture@bplco.com on or before: **January 05, 2024**

Only candidates meeting the criteria will be contacted.