



**HUMAN RESOURCE MANAGEMENT DEPARTMENT
OFFICE OF THE PRIME MINISTER
FEDERATION OF SAINT CHRISTOPHER AND NEVIS**

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10<sup>th</sup> April, 2024

Cabinet Secretary  
Financial Secretary  
Director of Audit  
Permanent Secretaries

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**VACANCY NOTICE – CUSTOMER SERVICE MANAGER**

The Human Resource Management Department on behalf of the Ministry of Public Infrastructure, Energy & Utilities; Domestic Transport wish to invite suitably qualified persons to fill the position of **Customer Service Manager** at the Water Services Department.

The selected candidate will oversee the management and coordination of the Billing and Customer Service department, ensuring alignment with departmental policies, goals, and objectives. This role requires independent judgment while adhering to established policies and objectives.

**Duties and Responsibilities:**

- Oversee, coordinate and direct the billing and customer service departments.
- Develop standardized work procedures consistent with parameters set by the Manager to improve the efficiency of the staff.
- Ensure the timely, accurate and complete billing of all water bills, as well as timely and accurate requests for services and information.
- Analyze problems, identify alternative solutions and new service delivery methods.
- Prepare timely and accurate reports and performance indicators for management.
- Select, supervise, train and evaluate staff with clear goals and objectives.
- Lead on debt collection initiatives.
- Develop policies and procedures geared towards customer's debt reduction in collaboration with management.
- Interact with customers and be extremely effective with all forms of communication.
- Perform other duties as assigned.

**Minimum Qualifications and Experience:**

- Bachelor's Degree in related field
- Five years' experience at the managerial level

**Knowledge & Skills:**

- Good command of the English language
- Generally accepted practices in customer service and metering systems
- Proficient in Microsoft Word and Excel
- Good with targets and tight deadlines
- Ability to maintain confidentiality of the material and situations encountered on the job.
- Ability to direct and motivate staff.
- Dealing with the public tactfully and courteously and working amicably with other employees



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- Exceptional skill in customer service and in maintaining effective working relationships.

Salary: K33- 38(\$64,092-\$78,768) per annum

Applications must be accompanied by:

- Letter of Application
- Curriculum Vitae
- Police Record
- Two (2) Letters of Recommendation
- Official academic certificates, transcripts, and other relevant documents (certified copies)
- Two (2) references with telephone and e-mail addresses

and should be addressed to:

**Permanent Secretary
Ministry of Public Infrastructure, Energy & Utilities; Domestic Transport
P.O. Box 186
Water Services Department
Needsmust, Basseterre, St. Kitts**

The deadline for receipt of applications is **23rd April, 2024.**