



WASCO

WATER & SEWERAGE COMPANY, INC.

VACANCY NOTICE

JOB TITLE: Data Handling & Liaison Supervisor
DEPARTMENT: Water Services
REPORTS TO: Water Services Manager

Position Objective:

The Data Handling & Liaison Supervisor will manage operational data and reporting for the Water Services Department by maintaining accurate databases and monitoring systems, coordinating service responses, verifying financial requisitions, and preparing efficiency and regulatory reports. The role ensures data integrity, timely feedback, and effective collaboration with technical teams to support reliable water and wastewater operations, improved service delivery, and compliance with regulatory standards.

Key Responsibilities:

The incumbent is required to perform the following functions:

- Maintain a database on all data collected for the unit, e.g., complaint incident forms, contractor invoices, usage of fittings on repairs, daily unit activities, and distribution/production tank level/reports.
- Utilize the monitoring systems and software to collect data related to water quality, flow rates, pressure levels, and other relevant parameters.
- Input all information onto the system relating to new connections and estimates done on the water and wastewater distribution systems and new water main installations and applicable costing(s) done by the distribution section.
- Ensure the accuracy and integrity of all data, including Water Data
- Follow up with technicians for feedback on outstanding reports related to issues flagged by the system.
- Liaise with the NRW team to provide timely updates on drops in water pressure and to coordinate equipment needs identified by Plant Operators, ensuring issues are addressed efficiently.
- Coordinate water trucking distribution services to affected customers and communities as needed
- Verify and certify requisitions for submission to the Accounts Department
- Monitor and approve associated invoices

- Maintain accurate records, logs, and documentation related to operational activities, incidents, maintenance tasks, and regulatory compliance.
- Prepare monthly reports for submission to the Senior Supervisor and Department Manager.
- Prepare efficiency reports for management, regulatory agencies such as the NURC, and other stakeholders as required.

Notwithstanding the duties outlined above, the incumbent is expected to undertake any other related duties assigned by the Supervisor or delegated by Management.

Qualifications & Experience

- Bachelor's Degree in Business Administration or related field
- Diploma/Professional Certificate in Business Administration, Supervisory Management, or related field
- At least 2 - 5 years' experience in customer relations

Knowledge, Skills and Abilities

- Excellent interpersonal and communication skills;
- Computer literacy;
- Supervisory management;
- Excellent organizational and planning skills;
- Conflict resolution skills;
- Self-motivated with a positive and professional approach to management.

Remuneration

This appointment is contractual and salary is in accordance with the terms and conditions stipulated by the Water & Sewerage Company Inc.

Application Process

Submit your application letter, recent curriculum vitae, and references under confidential cover to: hr@wascosaintlucia.com

Deadline: Friday June 19th, 2026

Only shortlisted candidates will be contacted. Please note that meeting the minimum qualifications does not guarantee an interview. WASCO reserves the right to select candidates whose credentials and experience best align with the requirements of the position.