



## **VACANCY NOTICE**

Applications are invited from suitably qualified persons to fill the position of **Junior Customer Care Supervisor**, Water & Sewerage Company Inc. (WASCO).

### **Position Summary**

This role requires a strong customer service background, leadership, and a commitment to delivering exceptional service. The successful candidate will also assist in managing a team of Customer Care Representatives, ensuring that customers receive timely, effective and efficient service.

### ***Duties and Responsibilities:***

- Assist the Customer Care Supervisor in the supervision and management of the Customer Care Team;
- Assist in conducting annual performance evaluations;
- Assist Supervisor in facilitating training, coaching, and guidance as required;
- Encourage a customer-focused mindset;
- Receive and investigate all customer requests, notifications, complaints, inquiries, and issues whether via letters, emails, visits or telephone related to:
  - Billing, account management, and service disruptions
  - Changes to customer accounts in the Customer Information System (CIS)
- Assist in resolving complex customer issues and ensure accurate information is provided;
- Assist in identifying and addressing operational issues affecting customer interactions;
- Communicate promptly and courteously on customer-related matters;
- Assist in evaluating and improving customer care processes to enhance efficiency and service quality;
- Assist with the implementation of best practices in customer service;
- Monitor and assess customer interactions to ensure quality and compliance with established procedures;
- Support the implementation and maintenance of quality assurance standards;
- Initiate written notification of meter and other distribution problems to the appropriate operations section;
- Collaborate with the Customer Care Supervisor in presenting findings and recommendations to senior management;
- Contribute to tracking and reporting on customer service trends, emerging issues and service processes;
- Any other job-related duties.

***Required Skills/Abilities:***

- Proven track record of strong supervisory capabilities.
- Working knowledge of Customer Service software.
- Excellent understanding of customer service, business operations, and procedures.
- Strong interpersonal and communication skills and a high level of emotional intelligence.
- Strong critical thinking and problem-solving skills.
- Ability to work independently and as part of a team.
- Knowledge and experience in Microsoft Office Suite.
- Flexibility to adjust to multiple demands, shifting priorities, ambiguity, and rapid change.
- Ability to converse comfortably in both English and Creole.
- Should possess a high energy level, sense of urgency, decisiveness, and ability to work well under pressure.
- Good collaboration, prioritization, and teamwork skills.

***Education and Experience:***

- Associate's Degree in Business Management/Administration or related field.
- A minimum of two (2) years of relevant work experience.

Deadline for submission of applications is **Monday August 4, 2025** and should be addressed to:

**Human Resource Manager  
Water and Sewerage Company Inc.  
L'Anse Road  
P O Box 1481, Castries**

***NB: Applications may also be submitted via email to [hr@wascosaintlucia.com](mailto:hr@wascosaintlucia.com). Unsuitable candidates will not be acknowledged. Candidates meeting the minimum qualifications and experience may not be considered for an interview. Only the candidates with the best qualifications and experience will be shortlisted for interview.***