

SCOTLAND ISLAND EMERGENCY WATER SUPPLY



EXPRESSION OF INTEREST Emergency Water Monitor Line 1 *Closes 23 June 2016*

SIRA would be pleased to receive Expressions of Interest for the above position following the departure of Nathalie Muir after many years' service

Position Description:

- This position requires the availability for bookings by phone, email or text from 8 a.m. to 8 p.m. 7-days per week
- Preference will be given to someone who is already a user of Line 1 and lives within a reasonable distance of the meters at Bell Wharf to facilitate line changing on allocated days and emergencies
- Customer Service skills required to liaise with residents in varied scenarios of water demand and delivery
- Days allocated for Line 1 are Thursday from 8 a.m. through to Sunday 10 a.m. each week
- Access to a computer and mobile phone are a pre-requisite to take and record bookings
- Accurate record keeping of bookings, readings and payments is essential
- Readings to be requested within 24 hours of booking and payment advice sent, online transfer of funds recorded and reminders sent within the required payment period
- Experience with Excel spreadsheets required for monthly reconciliation of bookings/payments
- Willingness to learn the intricacies of the emergency water system so that they will be able to troubleshoot problems in order to assist customers with their booking
- Identifying any damage or leaks on the line to be reported immediately for rectification
- Follow the *Emergency Water Guidelines and Procedures for Monitors*

Remuneration:

- 20% of gross water purchases plus fee of \$10.00 per booking
- Invoice, with ABN number, to be submitted monthly once the reconciliation is complete

Please address your expression of interest complete with contact details to the Treasurer (Boyd Attewell) no later than 23 June 2016, Email: treasurer@sira.org.au or by post: Treasurer, SIRA, P O Box 70, Church Point

Click for [Emergency Water Guidelines](#) and [Procedure for Monitors](#) or request them to be emailed/posted.